

## Customer Relations



## Corporate Complaints & Compliments Annual Report



# CONTENTS

	Page
1. Purpose of Report	2
2. Complaints & Compliments Analysis 2014-15	2
3. Department by department commentary	16
4. Monitoring the Complaints & Compliments Processes	19
5. Customer Relations Team - Work Priorities for 2014/2015	19
6. Key Learning Points	20
7. Concluding Comments	21
8. Appendix A – Examples of compliments received	22

## **1. Purpose of Report**

- 1.1 To report statistical information to Members and Officers detailing Leicestershire County Council's (LCC) corporate complaints and compliment activity from 1<sup>st</sup> April 2014 to 31<sup>st</sup> March 2015.
- 1.2 To identify a number of key developments and planned improvements to the complaints processes operated by the Council.
- 1.3 To evidence some of the learning captured from complaints and compliments and how this can inform and improve the overall customer experience.

## **2. Complaints and Compliments Analysis 2014-15**

### **2.1 The work of the Customer Relations Team**

This report relates to the Council's Corporate Complaints and Compliments processes. However, to put the report within a wider context, it is worth referring to the broader work of the Customer Relations Team.

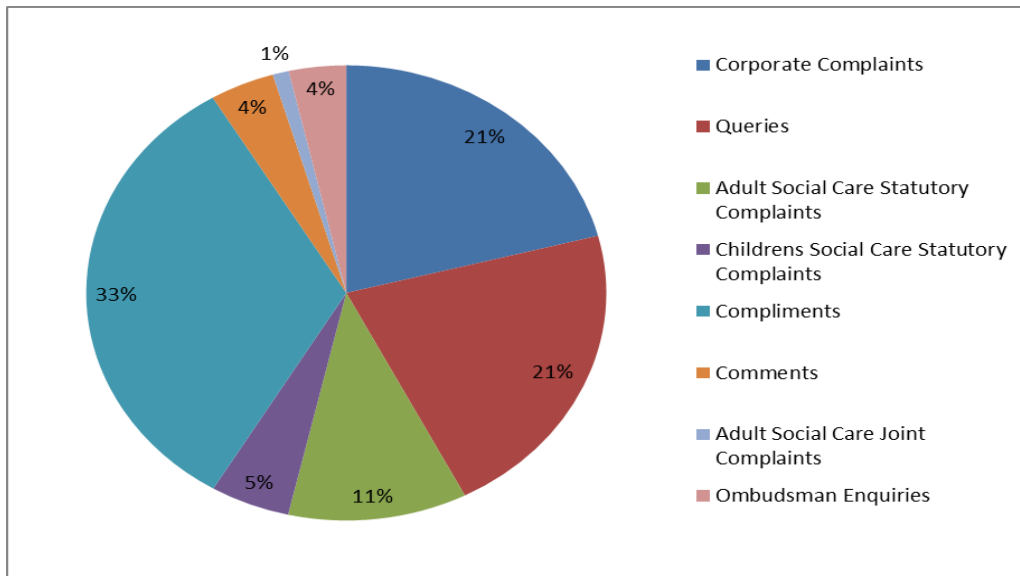
The Council has two other complaints processes – the statutory process for Adult Social Care and a similar statutory process for Children's Social Care. Both social care complaints processes are governed by statutory regulations and are not, therefore, considered within this report. These two processes are also managed by the Customer Relations Team and are subject to separate reports to the relevant directorates and scrutiny groups.

In addition, the team deals with a wide range of miscellaneous interactions with customers that do not go on to become formal complaints. These cases are managed as 'queries' but are often as complex and time-consuming as many formal complaints.

Finally, in liaison with the County Solicitor, the team also manages all complaints that are referred to the Local Government Ombudsman. The Customer Relations Manager acts as the nominated Link Officer and handles all correspondence between the Council and the Ombudsman.

In total, the Customer Relations Team dealt with 1257 cases of various types during 2014/2015, as depicted in Table 1 below.

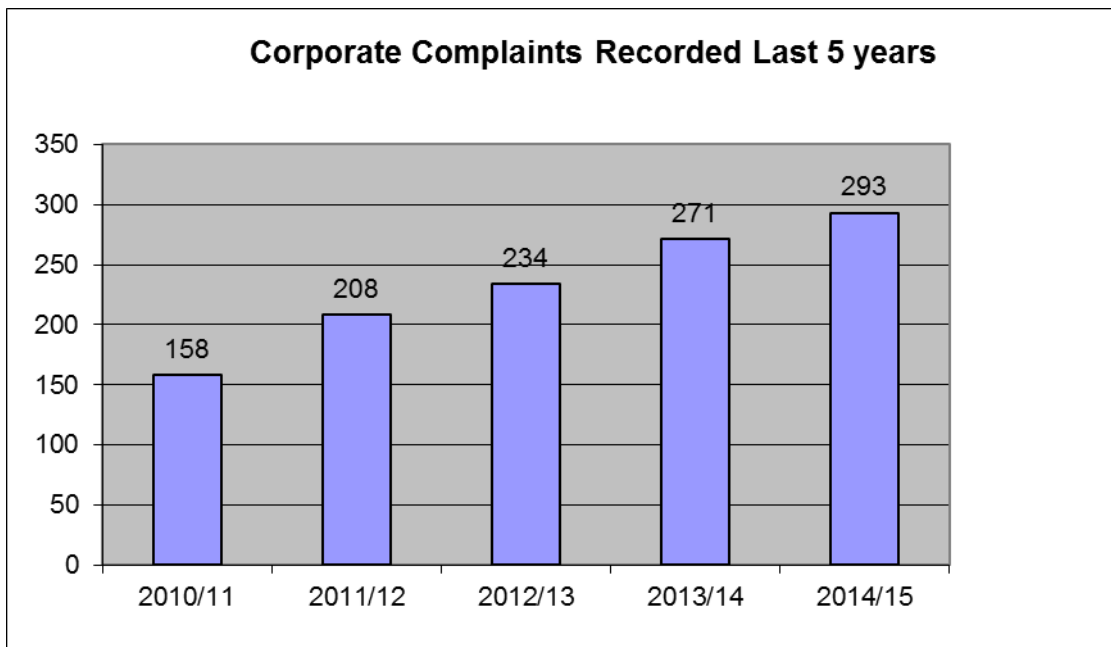
**Table 1: Breakdown of cases handled by Customer Relations team**



The Customer Relations Team itself remains a small operation of two fte comprising the Customer Relations Manager and a Complaints Officer. Departmental link officers assist the Customer Relations Manager with cascading key messages and training out to managers.

## 2.2 Corporate Complaints summary

**Table 2: Corporate Complaints recorded during the last 5 years**



As illustrated above, the total number of corporate complaints received year-on-year has continued to grow with an 85% increase since 2010/11. The rate of increase last year has however slowed slightly.

These increased volumes are not in isolation a negative. Customer Relations has undertaken considerable work to promote access to the complaints procedure and there are clear signs that departments are more willing to 'self refer' issues that they are dealing with into the complaints process.

With the increased financial pressures now being felt across departments it is perhaps also inevitable that the number of complaints received will continue to increase, but of greater importance is the culture of how the authority responds and learns from this vital customer insight.

**Table 3: Corporate Complaints by Department**

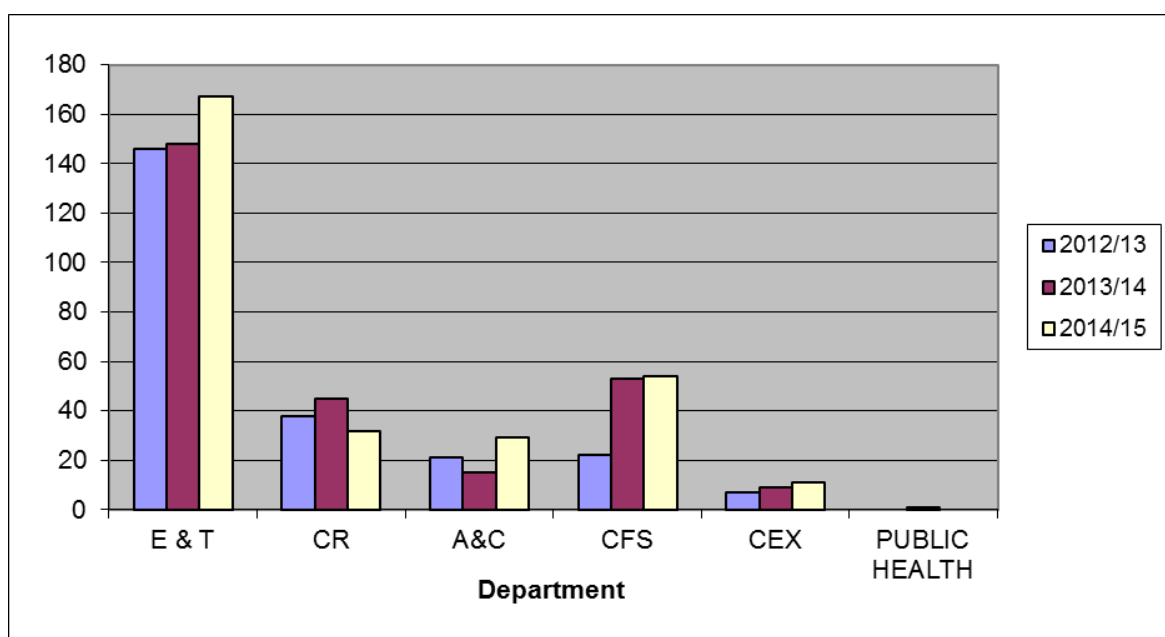
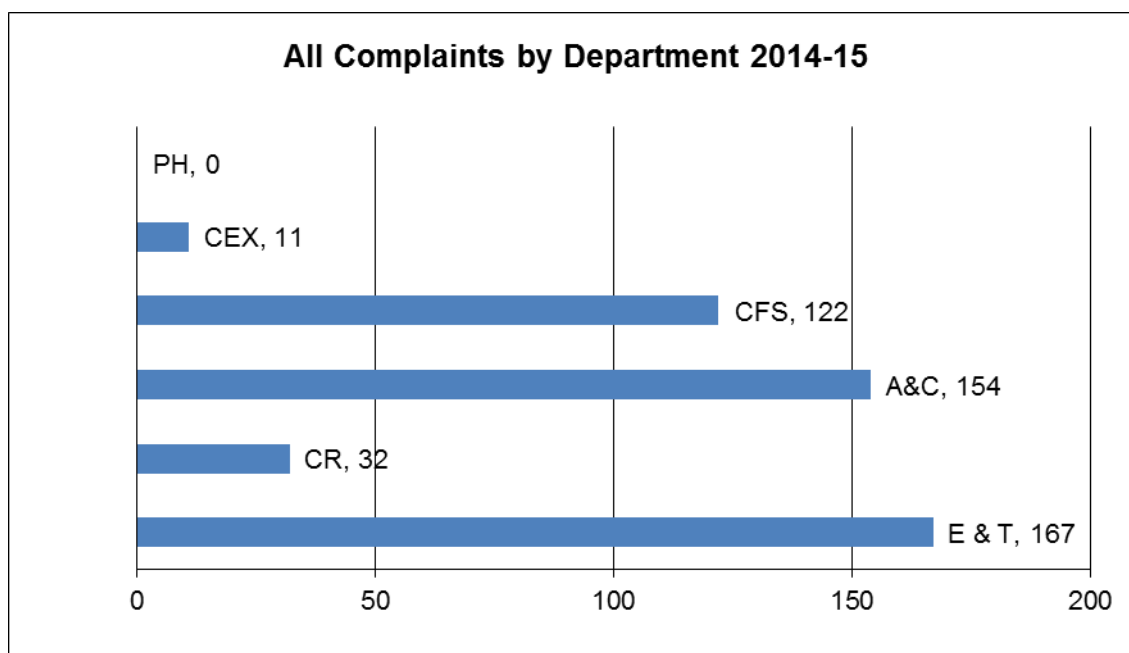


Table 3 shows the departmental breakdown of all corporate complaints received across the last 3 years.

As mentioned already, it is important to note that for both Children and Families (CFS) and Adults and Communities (A & C), the bulk of their complaints relate to social care matters and as such, are not represented here. With this in mind, it is unsurprising, that by far the largest number of corporate complaints relate to services delivered by the Environment & Transport Department, which has no separate statutory process.

To illustrate this better, Table 3b below shows the total volume of all complaints (both social care & corporate) by department and shows the amalgamation of all complaints which in turn show much closer alignment between departments. Chief Execs, Public Health and to a lesser extent Corporate Resources do not have such significant external service provision and as such volumes are inevitably lower in these areas.

**Table 3b – All complaints (statutory and non-statutory) by Department**



### 2.3 Queries

Increasingly the Customer Relations Team is positioning itself as a customer contact point for advice and help where things are going wrong. Often, some of these matters can be quickly and informally put right and, where this is the case, the intervention is not formally recorded as a complaint. However it is important that the nature of such interactions is still recorded.

During 2014-15, Customer Relations handled 451 such interactions, the bulk of which consisted of:

- Providing advice and signposting to the correct organisation e.g. District Councils, Academies, Health (102)
- Providing advice and referral to alternative procedures for redress, for example internal appeals procedures or subject access requests (58)
- Informal resolution by direct contact with departments which should be within 24 hours (100)
- On-going correspondence around complaints which have already been considered and responded to (66)
- Responses to general queries on how to access services the Council provides or clarification of potential complaint matters (97)

Sometimes, these queries are simple matters for the team to resolve. Others, however, can be extremely difficult cases; especially when managing expectations and where nothing more can be achieved through the complaints process.

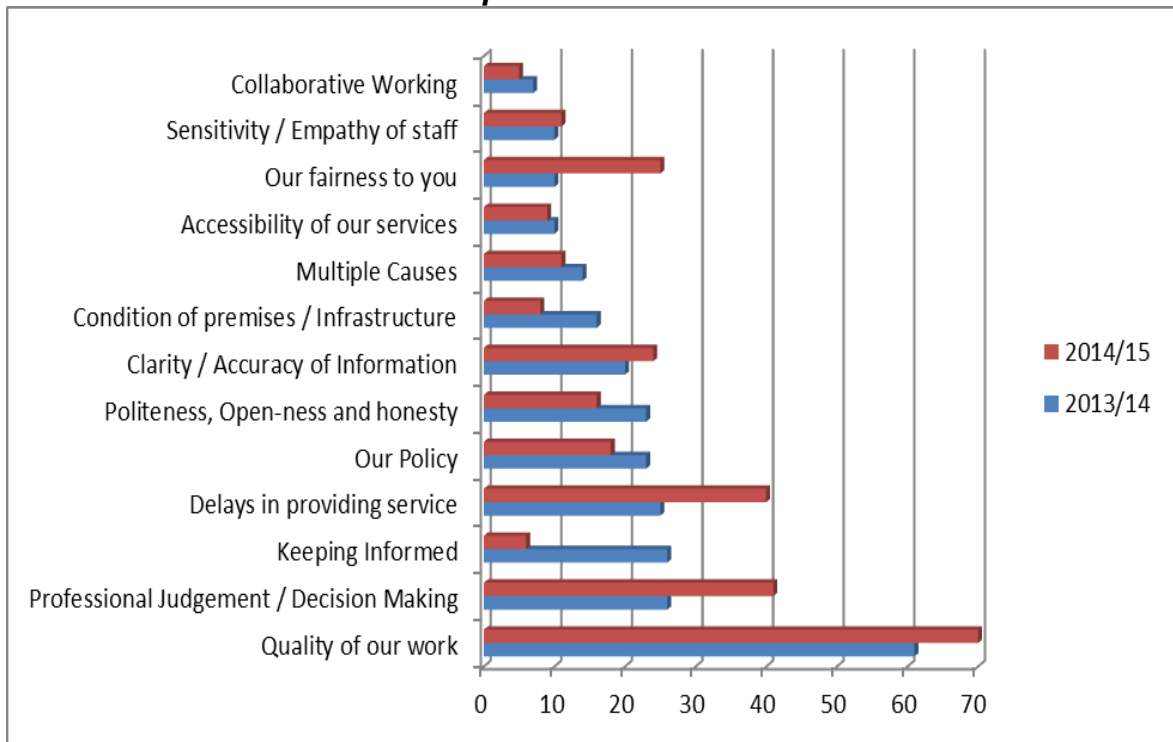
Wherever possible, the Customer Relations Team aims to resolve customer complaints and concerns without the need to escalate into the formal complaints process. This is good complaints handling practice with complaints being resolved as close to the point of origin as possible. It is encouraging to see that 100 such cases were able to be resolved at this level

## 2.4 Corporate Complaints - Causes

In the 2013/14 annual report, all complaints were analysed to try to establish the principal cause. Whilst in some instances, complaints do cover multiple issues and it would not be right to focus on one specific area, this can prove an instructive way of understanding where the organisation needs to target improvement.

Following suggestions made by the Scrutiny Commission last year, the same exercise has been repeated this year and the graph below shows the results over-layed for the 2 years.

**Table 4 – What were complaints about?**



Whilst there are a number of areas which appear consistent, there are also some noteworthy differences this year. The key ones are:

- Significant reduction in complaints caused by failure to keep informed or updated.

This is pleasing to see as this was one of the key improvement areas noted in last year's report. It was clear that historically the majority of complaints in this area were around Highways matters and to this end, the Customer Service Centre and Highways teams have been working

collaboratively to make a number of changes to feedback processes. This includes enhancement of automated updates and the introduction of a dedicated feedback co-ordinator to ensure timely updates are delivered.

- Increase in complaints around delays in providing services.

Whilst it is easier to fix the issues around providing updates, this is a harder area to prevent complaints especially given the increasing need to target funds at the higher priority areas. Inevitably some lower priority work has seen longer wait times. Only 10% of these complaints were not upheld showing further work is required in this area to ensure that timescales we commit to are realistic and achievable and that processes are in place to support the delivery of them.

- An increase in complaints around fairness

There are no clear trends behind this area. Complaints have been received around fairness in considering Blue Badge applications, Penalty Charge Notices (PCN) and sale of land. Importantly only 20% of the complaints in this area were upheld, mostly on points of administrative detail rather than unfair procedures. It is likely that this will be an area to increase this year as policy changes, such as School Transport, start to impact on families.

- Reduction in complaints around staff attitude

Whilst these were not a high proportion last year, it is good to see that the number of complaints against the helpfulness, politeness and honesty of staff has dropped this year. Of the 16 complaints in this category, 10 were upheld with appropriate training / HR action taken.

The full breakdown of complaint causes and their respective outcome appears in table 5 below.

**Table 5: Complaint Causes**

Cause	Number	% Upheld (Partly or Fully)
Quality of our Work	70	56%
Professional Judgement / Decision making	41	32%
Keeping Informed / Updated	6	83%
Delays in providing services	40	90%
Implementing Our Policy	18	11%
Politeness, Openess and Honesty	16	62%
Accuracy / Clarity of Information	24	71%
Condition of our premises or infrastructure	8	37%
Accessibility of our services	9	55%
Our Fairness to you	25	20%
Sensitivity / Empathy of staff	11	36%
Multiple	11	100%
Collaborative Working	5	80%
A failure to take action	6	16%



## 2.5 Compliments

64 compliments were recorded across all services (excluding social care) during 2014/15. This is a significant drop from previous year (128)

A major factor in this is that a harder line is being taken with regard to “solicited” compliments. Previously a number of these were accepted, but there was an inconsistency of approach here and we no longer record any compliments that are gained through satisfaction surveys or other proactive means. Whilst this feels the right approach and in line with our policy, it does mean that there may not be the same exposure of good news stories as previously.

It is always encouraging to see greater visibility of the good work that is being delivered by the Council and it will remain a topic for discussion with departments to encourage all staff do feed in unsolicited compliments.

A small selection of the compliments received can be found in Appendix A of this document.

## 2.6 Performance against timescales: How responsive have we been?

**Table 6: Corporate Complaints Performance against timescales**

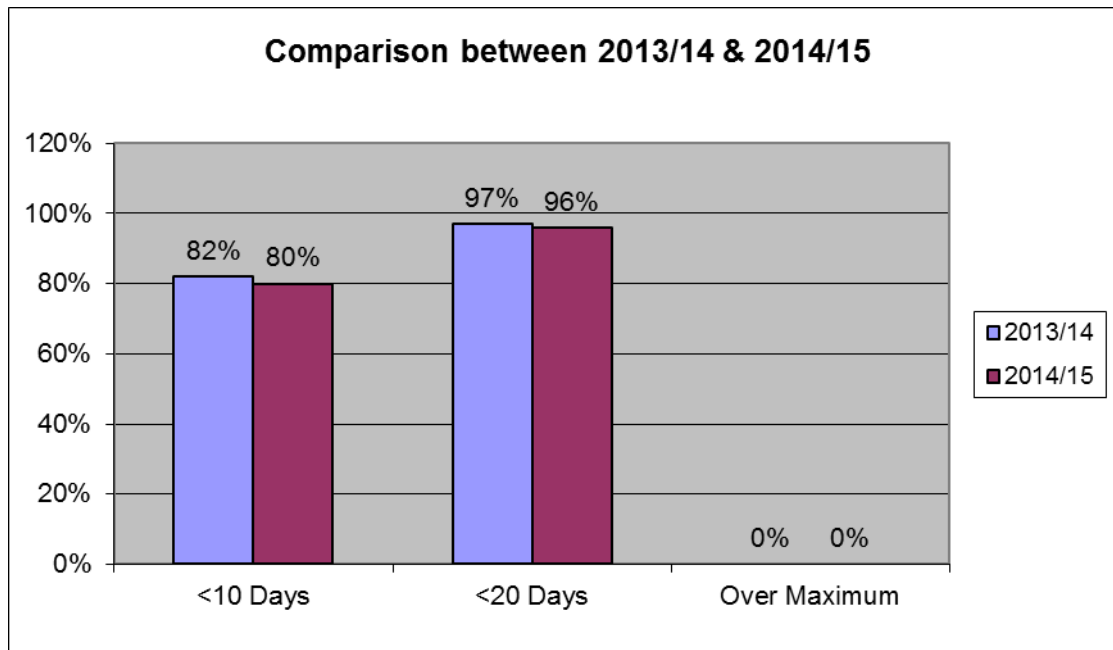


Table 6 above shows a summary of time taken to respond to complaints, providing a comparison between the current reporting year and the previous one.

Whilst the table shows a very slight drop in the percentage resolved at both internal indicators, these remain very healthy results. For the third successive year, no complaints exceeded the maximum 60 working days. This continues the strong progress made since 2010-11 when an unacceptable 14 complaints exceeded this mark.

Set against the current financial challenges, these results continue to show the commitment to responding to complaints and reflects the strong collaborative working between the Customer Relations Team and departmental managers.

2.7 Where do complaints arise from?

Following comments from the Scrutiny Commission last year, exploratory steps were taken on the feasibility of being able to map complaints at a geographical level. One of the early issues encountered was that we do not hold a full data set of post-codes to allow this. There were also questions flagged about whether the address should be the location of the fault (typically Highways) or the address of the individual.

In last year’s annual statutory adult social care report, an attempt was made to show social care complaints by area, however the results did not lead to any conclusive findings being made and it was felt that there was limited value in progressing this exercise further.

This topic was also discussed at the Eastern Regional Complaints Benchmarking Group and there were no other councils currently analysing complaints at this level.

2.8 Complaints Outcomes & Resolutions

**Table 7: Corporate complaints recorded by outcome.**

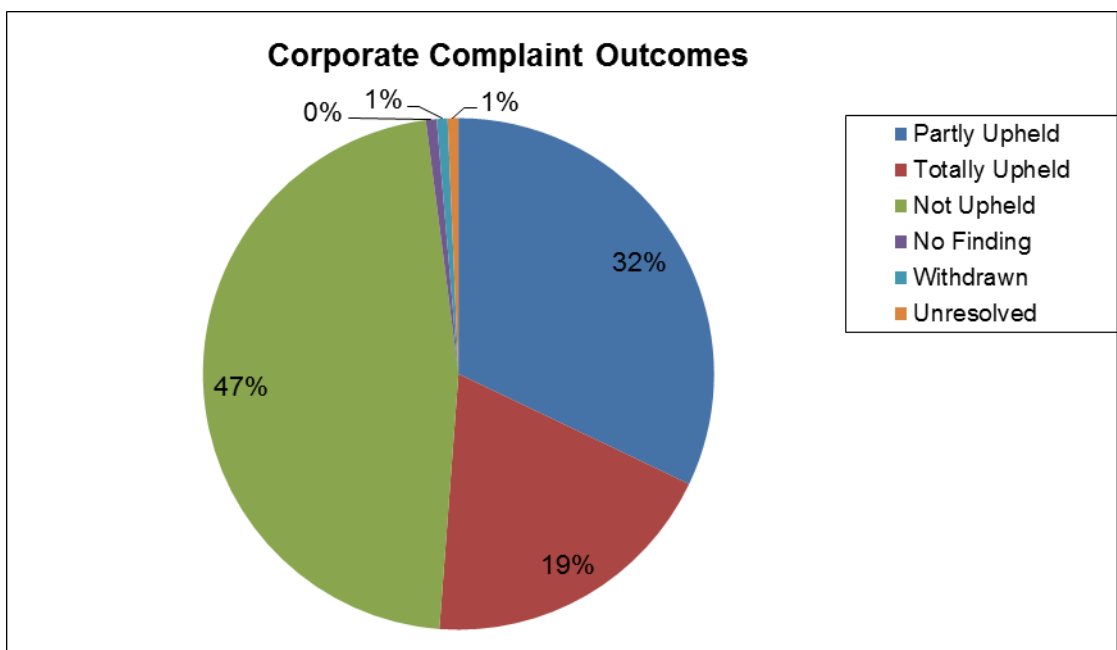


Table 7 above shows that 47% of complaints were not upheld following investigation. 19% were fully upheld, whilst a further 32% had some element of the complaint upheld (i.e. partially upheld). 2 Complaints were resolved with no finding where it became clear there were two different versions of events with no objective evidence to substantiate either version. This is a new category which the Customer Relations team are encouraging be used more.

These figures are broadly similar to the previous year, with a 2% decrease in the upheld rate. As noted in last year's report, there continues to be for the most part a greater open-ness in accepting where there has been fault which in many instances relates to a small aspect of the overall complaint being made.

The Customer Relations Manager continues to push this cultural shift which not only enhances the reputation of the Council, but also helps avoid costly escalations both internally and to the Local Government Ombudsman.

## 2.9 Local Government Ombudsman Complaints

During the year 2014-15, the Local Government Ombudsman made 33 enquiries of the County Council. This is significantly down on the previous year (45) despite the overall volume of complaints having increased.

This statistic articulates well the point that volume rises alone should not be viewed unfavourably and indicates a better quality response by Council Officers.

Of the Ombudsman referrals, these can be further segmented as below:

Environment & Transport	11
Adults and Communities (includes social care)	10
Children's and Young Peoples (includes social care)	5
Chief Executives	3
Corporate Resources	4

Of the 33 enquiries, 30 have been fully determined, with a further 3 still awaiting a draft decision.

In 7 cases the Ombudsman referred the complaint back to the Local Authority as premature. This is an increase from previous levels and suggests that further work is needed to ensure that officers are appropriately sign-posting to the Ombudsman. In several cases, complainants had been signposted to the Ombudsman without the knowledge of the Customer Relations Manager which should not have happened. This will form part of the action planning for the 2015/16 year.

For the remaining 22 cases, the Ombudsman ruled as follows -

- 16 Closed after initial enquiries
- 4 No fault found after full investigation
- 2 Maladministration with injustice
- 1 Referred to another organisation

Details of the 2 cases determined as “Maladministration with injustice” both relate to statutory social care cases. However, for completeness, the details are as follows -

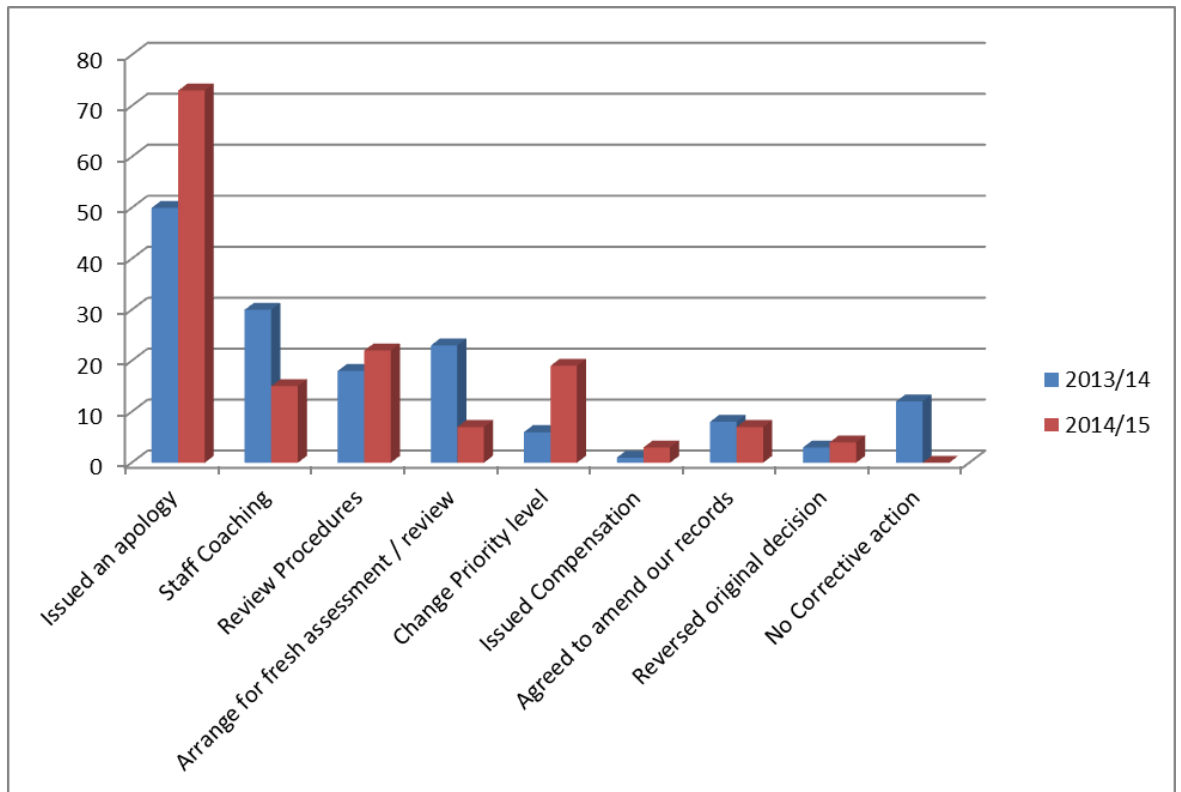
1. Mr A lives adjacent to a Council owned Children’s Residential Home. Over a number of years he has complained of rubble, fruit and other objects being thrown into his garden. He complained to the Ombudsman that the Council was not doing enough to supervise the residents and prevent future occurrences. The Ombudsman found administrative fault that the Council had not progressed quickly enough with the actions agreed at a mediation session. All the actions have since been concluded and the Council agreed to pay Mr A £100 in recognition of the delay in completing these actions.
2. Mrs B complained to the Ombudsman that her father had been left with a poor standard of care for too long whilst in a care home. The Council had undertaken a detailed safeguarding investigation into the provider and substantiated that there were missed opportunities to act. It had not however recommended any remedy payment to the family. The Ombudsman criticised the length of time this investigation took to complete and recommended the Council pay the family £250 to recognise this. It also recommended the Council pay £500 to remedy the poor standard of care received. Importantly the decision did make clear that the fault lay with the provider and not the Council. The Council agreed to these recommendations.

The continued low levels of mal-administration findings are noteworthy at a time when the Ombudsman has published a number of press releases raising concerns with strain on local government complaints handling. It also validates that for the most part the Council promptly acts to put right any faults.

## 2.10 Learning from Complaints

All of the 150 complaints that were partly or fully upheld have been reviewed by the Customer Relations Team to ascertain what action the relevant department has taken to learn from the complaints and avoid such issues occurring in the future.

**Table 8: Summary of actions taken following complaint investigation**



In all cases an apology was issued. In 73 instances, this was seen as sufficient with no further action required.

The most common additional action undertaken this year was to instigate a review of procedures, which moved ahead of staff training last year. This may indicate a move towards focusing on systemic issues, however it has not been possible to evidence in all cases that the reviews have led to clear change in practices.

Further work is therefore required to work with departmental link officers in auditing such cases to ensure clear evidence can be provided as to the outcome of any process review. This will be tabled as an action for the year 2015/16.

Nevertheless, there are strong examples where departments have taken the learning from complaints and changed the way they work. This is best illustrated through a number of Case Studies.

## CASE STUDY 1 – HIGHWAYS AND CUSTOMER SERVICES



### **Gillian's Story – A lack of urgency in response**

Gillian had experienced ongoing problems with ponding on a newly installed driveway. She contacted the Council to ask for help and for the drains and gulley to be cleared.

The Council visited to inspect, but did not inform Gillian as to their findings or what they intended to do. It took some 3 months and multiple contacts before Gillian felt compelled to make a complaint. By this point her driveway was both unsightly and a trip hazard. The complaint investigation found a host of missed opportunities to intervene. There were procedural faults made by both Customer Services and Highways along with multiple instances where we failed to follow our customer service standards.

### Actions Taken

- Site visit by 2 Assistant Directors and immediate remedial work commissioned
- Customer Journey map created and briefed to all CSC staff
- New escalation protocols launched within CSC and embedded within Feedback co-ordinator role

## CASE STUDY 2 – SCHOOL CROSSING PATROL



### David's Story – Concerns over conduct of a lollipop man

David regularly walked his young children to school. He was concerned by the actions of one of our lollipop men who was encouraging children to cross when traffic lights were red. He also raised concerns around inappropriate comments and gestures to drivers as well as the uniform being dirty.

Within 1 day of receiving the complaint, a manager covertly visited the site and verified some of the concerns raised.

### Actions Taken

- New uniform provided
- Equality and Diversity training given
- Changes made to the way the officer managed the road crossings

David contacted the Council again 2 months later to recognise the improvements made

## CASE STUDY 3 – FOSTERING AND ADOPTION ISSUES



### **Lisa's Story – Concerns over being able to make a complaint**

Lisa was applying to the Council to become a foster carer. She had a number of concerns with the assessment process and was unhappy with how the department were responding.

She had requested on several occasions to make a complaint but was not provided with the means to do so.

### **Actions Taken**

- Thorough review undertaken as to the assessment process
- Service Manager now working very closely with Customer Relations team to ensure queries are handled appropriately
- Reminders issued to all workers of the importance of referring such cases immediately to the Customer Relations



### 3. Department by department commentary

#### 3.1 Environment and Transport

The table below shows a monthly breakdown of complaints received within the Environment & Transport Department.

Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
6	7	18	27	11	12	19	9	6	16	19	17

The usual seasonal variances appear with spikes during the summer and winter months.

In addition to formal complaints, 87 informal queries were handled by the Customer Relations Team.

The bulk of the complaints were recorded against the department's Highways branch, with 108 corporate complaints for this area (65%)

46 Complaints were about Transport matters with a further 13 relating to Environment services. These are very similar ratios to the previous year.

On highways-related complaints, street-lighting complaints featured prominently, mostly decisions regarding part-lighting roll-out. Other notable areas that have seen an increase are around overgrown hedges (where the onus is on landowners to undertake cuts) and maintenance / replacement of road signage. These are good examples of work that will not be completed promptly and as such, expectation management becomes key.

As noted already, complaints around not being kept updated have dropped sharply. This reflects the work that has been undertaken to improve feedback mechanisms. Whilst a watching brief needs to be maintained on this area, there now appear to be sustainable processes in place to continue to deliver this.

It is evident that there is an increasing trend to complaints being made around lower priority jobs rather than safety issues. This trend is likely to continue as funding becomes more targeted in this direction. With this in mind, it is essential to consider how the department can better manage residents expectations regarding lower priority issues. It is recommended that the Director considers this as part of the ongoing improvements being delivered under the transformation work in this area.

The Environment and Transport department has performed strongly in terms of response timescales, with an average response time of just 7.67 working days, well below best practice target of 10 days.

Officers continue to engage well with the Customer Relations team to ensure prompt and appropriate resolutions are achieved.

### 3.2 Children and Family Services

With increasing rigour being applied to the eligibility of complainants to use the statutory complaints procedure, there has been an increase in the number of corporate complaints received by this department.

38 of the 54 corporate complaints related to social care – an increase of 5 from the prior year. This distinction is important as the statutory children's complaints procedure grants additional stages to the complaints process and, potentially, increases costs to the department. An eligibility test is provided through DfE guidance and is used by the Customer Relations Team when making the assessment about which complaints process is most appropriate.

Typical reasons for social care complaints being handled under the corporate procedure are

- (i) complaints made by family members lacking parental responsibility
- (ii) where the complaint relates to section 47 enquiries
- (iii) where the complaints are made by prospective foster carers / adopters.

Complaints can also revert back to the corporate process where no informed consent can be verified from a young person who has reached an age where they should rightly have a voice.

All of the above reflect 'tests' that the Ombudsman would use and have been re-iterated in recent decisions made by the Ombudsman.

The Customer Relations Manager routinely works with departmental managers to advise on which procedure should be followed and will be increasing this in 2015/16 through more direct briefing sessions at Service Manager meetings.

Outside of Social Care complaints, numbers continue to be low. Even in high volume areas such as SENA (5) and School Admissions (3) there are very few complaints being made and no concerns or trends which need to be highlighted.

### 3.3 Corporate Resources

Volumes have reduced by 13 from last year to just 32.

Of these, 15 were within the Customer Service Centres, but given the high volumes of enquiries flowing through this area, this is an extremely low figure. The Customer Relations Manager is located within this area and is well-placed to intervene early. This is certainly a factor reducing complaints as many within this area are quickly resolved within 24 hours.

There are clear signs of closer working between the Customer Service Centre and departmental teams which is to be encouraged as future changes are made.

Although the nature of the complaints received were quite varied, the main area to highlight for improvement is around improving the quality of written communication. Four of the complaints refer to this including comments such as

- It felt like a very impersonal reply
- You get the same old bland acknowledgement rather than a sense anyone is doing anything to get an update
- I received an undated / unsigned letter and had no idea who I needed to respond to.

Whilst letter templates are an essential part of an efficient transactional service centre, it is recommended that a fresh review is undertaken of the quality of each template.

Outside of the Customer Service Centres, Operational Property Services received 6 complaints which covered Forestry, Country Parks, Reception and Security. No clear trends appear.

### 3.4 Adults and Communities

29 corporate complaints were received. Whilst this is a significant increase on prior year (15) the numbers remain small.

Communities and Wellbeing received 14 complaints, encompassing Libraries (7), Heritage (5) and Adult Learning (2). All were promptly and appropriately resolved with the only clear trend being an issue with the sale of King Richard III tickets which attracted 3 complaints.

Twelve complaints were received regarding Community Care Finance. Whilst the majority of these are recorded under the statutory process, some are recorded as corporate complaints where the issues relate to payment to providers or debt recovery issues.

At the heart of all these complaints are issues with the quality of data. There continues to be excellent support in getting these issues resolved, but it remains clear that there are still underlying process issues and it is recommended that this must continue to be flagged as an area in need of improvement.

### 3.5 Chief Executive's

11 complaints were received for this area across a range of services including Planning (2), Legal Services (2), Trading Standards (2), Registrars (3) and Communities and Places (2)

All were resolved in a timely fashion and there are no clear trends worthy of further comment.

### 3.6 Public Health

No complaints were recorded for this department

## **4. Monitoring the Complaints and Compliments Processes**

The Customer Relations Team continues to support departments to both manage and learn from complaints. The key services offered by the team are:

1. Complaints advice and support
2. Production of Performance Reports
3. Liaison with Local Government Ombudsman
4. Quality Assurance of complaint responses
5. Complaint handling training for managers
6. Scrutiny and challenge to complaint responses
7. Support with persistent and unreasonable complainants

During this reporting period, two complaints training events have been facilitated for social care managers. This covered 30 Locality Managers / Team Seniors and was well received.

Assistance continues to be routinely provided to managers in drafting comprehensive responses to complaint investigations. This helps ensure a consistency of response and that due process is followed.

Quarterly complaints reports are produced and presented to Departmental Management Teams (DMT) as appropriate. The Customer Relations Manager also regularly meets quarterly with each department's Intelligent Client to talk through complaints matters.

During the year of this report, the Customer Relations Manager used the Council's Vexatious Complainant Policy on 1 occasion, implementing a restricted communication protocol. Whilst a means of last resort, this has proved an effective way of managing difficult and complex complaints.

## **5. Customer Relations Team - Work Priorities for 2015-16**

During 2015/16, the Customer Relations team will focus on a number of key priorities, as follows:

- A more structured and pro-active attendance at service team meetings. This will ensure unfiltered messages reach managers who routinely will be required to respond to complaints.
- A series of customer journey maps with complainants to understand their experience both before and during the complaints process.
- Further work with departmental teams to ensure greater evidence to demonstrate learning from complaints.

- Continuing to promote complaints training and explore opportunities to further assist managers with effectively responding to complaints
- Maintaining the Council's strong track record of timely complaint responses.

## 6. Key Learning Points

The Customer Relations Team would specifically highlight three general themes which have emerged from this year's annual report process -

- Setting clear expectations around timeframes.

There has been significant progress this year in improving feedback to customers, however there is still work required in managing expectations where work is unlikely to be completed promptly. Across the board, the Council will have to change the way it works and some services will take longer (or cease to be provided at all). Customers often state that they would not have felt compelled to make a complaint if they had been clearly and honestly communicated with about the timescales involved and the rationale behind this.

- Appropriate escalation to the Local Government Ombudsman

The Local Government Ombudsman has issued a very clear statement citing the importance of local authorities being able to evidence that complaints have exhausted the complaints process. It is vital therefore that if managers feel a matter needs to go to the Ombudsman they contact the Customer Relations Manager to ensure it is done appropriately. Of the five premature complaints which the Ombudsman considered this year, three had been advised to approach the Ombudsman but had not been formally recorded as complaints.

- The art of apologising well

There have been several examples this year where complainants have prolonged correspondence with the Council simply because they have felt that apologies have been issued grudgingly or (in rare cases) not at all.

The Customer Relations Manager will be creating some guidance to officers on how to make an apology meaningful which should further help first time resolution. A good apology is vital to successful complaints handling and done well is a sign of strength and that the Council is willing to learn and is committed to putting things right.

## **7. Concluding Comments**

It is likely that complaints volumes will continue to rise. With this in mind it is vital that managers are equipped and committed to responding effectively and that the organisation is able to draw the learning for future cases.

This annual report shows clear evidence that in the vast majority of cases, the Council manages complaints well and is committed to putting right anything that has gone wrong.

It is noteworthy that key themes highlighted last year have been acted on with clear improvements seen in how we feedback to customers. There are of course areas we can still improve upon and the themes highlighted in this report should act as a framework for continuous improvement over the year ahead.

The Customer Relations Team continues to receive strong support and commitment from Service Managers and Heads of Service, evidenced, once again, by the excellent response timescales achieved across all services.

## APPENDIX A – Sample of compliments received

- Thanks to Diane for helping me get to grips with my Ipad...you have put up with my forgetfulness and stupidity, but got me there in the end..fantastic and needed service by the team - **Care Online**
- Thank you for providing such a great service! The email reminders you send out for when library books are about to be due are a godsend, and have really helped me to avoid overdue charges - **Libraries**
- Just to say a very BIG thank you for sorting out my drive access..The men came to do it last Tuesday and finished off on Wednesday, earlier than expected. They also came round on Monday to let me know they were coming on the Tuesday so we could move our car out of the way. So different from last time! - **Highways**
- I spoke with an extremely helpful member of staff this morning called Sarah Greet (**CSC**) who kindly helped with some information regarding a parking situation on our street. The help and advice I was given was exemplary.
- Yesterday was the first time we used Whetstone tip following the refurbishment. Congratulations on achieving such an excellent centre. This was well run with many facilities. As this was our first visit we needed some assistance & the staff were more than helpful. - **Environment**
- Excellent work by Andy Hunt's team for their courtesy, customer service, friendliness and competence in their work in our village of Burton Overy over the last two weeks, on the Scotland Lane improvements. They have excelled in all these respects, and have been a huge credit to the county council and to its work. – **Highways**
- Surface Dressing compliment. The works gang altered their schedule so could accommodate a funeral which was taking place in the afternoon....very impressed with their helpful attitude - **LHO**
- In June this year we had James Hunter and colleague visit our school to deliver an assembly on internet safety....James spent lots of time with me before the assembly to gain a full understanding of our students and their needs. This meant that he was able to deliver an assembly which was specifically tailored for our students and accessible to all. Our students were all entranced throughout the hour long assembly which is unusual for our students – **Education and Learning**
- When the nice lady at County hall rang me for a Blue Badge appointment, she said that 'we try to make appointments as near to home for you'..... I was pleasantly surprise and felt that this service was at odds with the 'usual bad stories one hears about councils - **CSC**