



Agenda Item No.

The City of Liverpool

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| REPORT TO : | Executive Management Team |
| DATE : | 30 September 2008 |
| REPORTING OFFICER : | Colin Hilton |
| CONTACT OFFICER : | Ann Ho |
| SUBJECT : | Statistical Review and Progress Report on Have Your Say April 2007 to March 2008 |
| WARD : | All |

PURPOSE OF REPORT

To provide a statistical review and progress report on the Have Your Say Scheme for the period April 2007 to March 2008.

RECOMMENDATION

That the report is noted and circulated to Portfolio Management Teams for consideration and review and the information contained be used as a basis for continuous service improvements.

INFORMATION

The Have Your Say scheme is the City Council's corporate framework for the receipt of customer feedback in relation to its services.

The effective receipt of feedback is vital to a customer-focused organisation. It is an inexpensive way of gathering important customer information about the services we provide and can help highlight poor performance in key areas.

The statistics from this process are used as a basis for Portfolios to identify and consider weaknesses in service provision and make necessary arrangements to proactively eliminate recurrence of problems.

Statistics

Between April 2007 and March 2008, the Council received the following contacts under the Have Your Say scheme.

| HAVE YOUR SAY | April 2007 to March 2008 |
|-----------------------------|-------------------------------------|
| Comments Received | 640 |
| Compliments Received | 1,197 |
| Complaints Received | 4,050 |
| TOTAL CONTACTS | 5,887 |

Figures for the same period last year have not been provided as the NonStopGov system for managing Have Your Say cases was implemented on 16th May 2007. The resulting change in the way that we report means that this report would not be able to compare like-for-like, since the previous year's figure also included requests for a service.

Channels of Communication

To be effective, a feedback scheme must be highly visible and easily accessible. All City Council reception points, One Stop Shops and public buildings have feedback forms available. Liverpool Direct Contact Centre and Careline receive feedback via telephone 24/7 and via e-mail. Similarly the internet and pavement kiosks can be used to register feedback.

All Have Your Say marketing materials were updated in 2007 and the revised Have Your Say form has been awarded the Crystal mark for clarity by the Plain English Campaign.

Overview of Complaints

Members have previously asked for a breakdown of the number of complaints received in comparison to the service provided to customers across the City.

The NonStopGov system currently provides reports giving a breakdown of cases received by Service Area. As the Customer Feedback Team develops the system, we will be able to provide an accurate breakdown of cases by category, which will allow the production of reports that give specific issues. This will in turn allow the Authority to target those issues.

The information provided below shows the areas receiving the highest number of complaints.

Of the **5,887** contacts received during the period April 2007 to March 2008 the key areas highlighted are:-

| Service | No. cases | % of total cases received | No. Service Requests Received/ % complaints | Main Areas of Feedback |
|--------------------------------|--|----------------------------------|--|--|
| Environmental Services | 761 Complaints 661 Comments 79 Compliments 21 | 13% | 107,778 0.71% | <ul style="list-style-type: none"> ▪ Bin collections for business & residential customers |
| Neighbour hoods | 602 Complaints 535 Comments 35 Compliments 32 | 10.2% | Information not available | <ul style="list-style-type: none"> ▪ Re-housing ▪ Housing repairs ▪ Anti-Social behavior ▪ Refuse ▪ Fly tipping/passage dumping ▪ Environment |
| Sports & Recreation | 595 Complaints 202 Comments 42 Compliments 351 | 10% | Not applicable | <ul style="list-style-type: none"> ▪ Enjoyment of Sportlinx ▪ Swimming pool opening hours ▪ Lifestyles fitness ▪ Allotments ▪ Friendly and helpful leisure staff. |

| Service | No. cases | % of total cases received | No. Service Requests received | Main Areas of Feedback |
|--|--|---------------------------|--|---|
| Enterprise Liverpool | 470 Complaints 413 Comments 34 Compliments 23 | 8% | 48,594 0.96% | <ul style="list-style-type: none"> ▪ Street cleansing ▪ Highways maintenance |
| Adult Services | 457 Complaints 153 Comments 70 Compliments 234 | 7.8% | 20,738 2.2% | <ul style="list-style-type: none"> ▪ Care provision ▪ External agencies ▪ Adult learning |
| Public Protection | 371 Complaints 252 Comments 24 Compliments 95 | 6.3% | 37,427 0.99% | <ul style="list-style-type: none"> ▪ Noise complaints |
| Housing Repairs | 347 Complaints 205 Comments 57 Compliments 85 | 5.9% | Information not available | <ul style="list-style-type: none"> ▪ Information not provided by the Service (now part of LMH) |
| Revenues | 330 Complaints 320 Comments 10 Compliments 0 | 5.6% | 213,000 Council Tax properties 16,000 Business Rates properties 0.14% | <ul style="list-style-type: none"> ▪ Arrears ▪ Bailiff actions |
| Benefits | 273 Complaints 265 Comments 6 Compliments 2 | 4.6% | 72,186 0.38% | <ul style="list-style-type: none"> ▪ Delays ▪ Customer satisfaction |
| Highways | 222 Complaints 170 Comments 44 Compliments 8 | 3.8% | 645 34% | <ul style="list-style-type: none"> ▪ Parking Policy ▪ Traffic Calming ▪ Residents Parking ▪ Road Safety |
| Planning & Building control | 149 Complaints 116 Comments 25 Compliments 8 | 2.5% | 3556 Planning applications 03.09.08 | <ul style="list-style-type: none"> ▪ Issues around planning & building control |

Lessons Learned

Some of the issues which have been brought to the attention of the City Council via the Have Your Say scheme have resulted in the following improvements: -

Regeneration

- The Housing Strategy team has made amendments to its web pages to make the information easier to understand.

Community Services

- City Watch has shared information with partner organisations and agencies in order to target patrols.

Culture, Media & Sport

- Libraries have upgraded their PC's and ordered additional foreign language books & materials.

Liverpool Direct Limited

- LDL have reviewed their procedures, work instructions and bulletins and have carried out refresher training with staff.

Corporate Complaints System

CPA self inspections over the last 3 years had identified that customer complaints were not handled systematically across the Council, with a range of systems used in the process, with different protocols and standards.

In order for the City to improve its performance, the establishment of a common system allowing for more systematic performance analysis and learning from complaints was required.

Non Stop Gov, an electronic web-based case management system was chosen as the preferred software and implemented across the Authority on 16th May 2007. This application now allows staff to register and track feedback from receipt to resolution through the allocation of a unique reference number for each contact.

The ability to learn from complaints is critical and the above approach will ensure that attention can be focused on developing continuous improved practices. As part of the plan for 2008-2009, the Customer Feedback Team will be working with Service Areas to identify common complaint issues and will work with the Services to incorporate any appropriate actions into local Service Plans.

In 2007 a pilot scheme was introduced for Members to log and track complaints on NonStopGov on behalf of their constituents. While NonStopGov is the system we use for all feedback received under the Have Your say scheme, , there are a number of other case management systems that are used by service areas to manage cases that are classed as 'requests for service', such as Confirm, Panorama (Environmental Health), SUIIS (Supported Living) as well as a number of others. Following the trial with members, Committee Services took the decision to discontinue until NonStopGov and Confirm were integrated. At this point in time, no decision has been made to link up the two systems.

Re-engineering of 'Have Your Say' processes

The software system however is only part of the solution to creating an effective complaint handling scheme and all business process supporting front and back office users of NonStopGov have been re-engineered.

The ability for the organisation to learn from complaints is critical and this approach will be the focus of any further re-engineering of the operation as we move forward in managing complaints.

The well-established complaints procedure for customers has not changed, however attention will be focused on developing continuous improvement practices which outline how improvement priorities are identified, prioritised, assessed and reviewed with appropriate training of front line staff in relevant problem solving techniques.

Issues

While the use of NonStopGov has been successfully embedded since May 2007, there remain a number of outstanding issues around the management of feedback, which the Customer Feedback Team plan to address during the 2008/9 financial year by working with service areas to implement appropriate solutions:-

- **Children's Services** currently have only 2 officers using NonStopGov, which means that the audit trail for cases is lost when information has to be emailed outside the system using Outlook. Meetings have taken place between officers of Children's Services and the Customer Feedback Team to raise awareness of this issue and to discuss future actions that need to be taken. At the time of writing this report Children's Services have not produced any action plan to progress the matter. The Customer Feedback Team will be targeting Children's Services as a priority. Interrogation of NonStopGov in respect of HYS indicates a low level of recorded complaints for this Portfolio. Given that there are only 2 officers using the system, this would give rise to the possibility that not all cases received are being recorded. If this is the case, then the Portfolio is unable to provide accurate figures for cases received, which in turn would inform the decision-making process around how best to resource complaints.
- **Adult Services** have a small team of officers using NonStopGov, which, once again means that the audit trail for cases is lost when information has to be emailed outside the system using Outlook. However, this team has well established processes in place to ensure that cases are recorded and responded to appropriately and within timescale. Adult Services managed 7.8% of all cases received in 07/08. The Adult Services Complaints Team has worked with the Customer Feedback Team and other support services within the Community Services Portfolio to plan the roll out of training in complaints management and the use of NonStopGov to a number of key officers around the organization. This has now been put on hold due to the implementation of the Early Adopter's scheme which will look at using a 'joined up' approach to dealing with complaints along with the Health Service and PCTs. The Customer Feedback Team will work closely with the Adult Services Complaints Team to ensure the infrastructure is in place for the implementation of the Early Adopter scheme.

- **Service Requests.** Since the Authority uses a number of databases to manage service requests, none of which are linked to NonStopGov, there is a need for the Customer Feedback Team to work with a number of key service areas in order to respond to customers. The key issues are around noise complaints made to Public Protection and complaints made to Environmental Services around refuse collections. The Customer Feedback Team is working with both service areas to ensure the processes used by staff in the LDL Contact Centre and the One Stop Shops are clear in how to deal with the above issues.
- **Noise Complaints.** Noise complaints are managed by a number of different services within the Authority. Where a complaint about noise is made that falls within the remit of Public Protection, the case is dealt with as a service request and managed using a separate legacy system. The Customer Feedback Team is working with Public Protection, LASBU and the LDL Contact Centre and One Stop Shops to ensure that all cases are recorded accurately in the appropriate system. This will ensure that cases are managed appropriately and all reports are accurate. At the time of reporting the Customer Feedback Team is waiting for Public Protection to provide an updated process for the LDL Contact Centre and One Stop Shop advisors to ensure accurate recording.
- **Liverpool Direct Contact Centre.** The Customer Feedback Team has established an effective two-way feedback process with the Contact Centre to address issues arising from the way cases are recorded. The Contact Centre has recently trained additional staff to deal with complaints of Anti-Social Behaviour. Initially this resulted in an increase in the number of cases recorded as complaints that should have been referred directly to the Police. The Customer Feedback Team is working with the LDL Business Transformation Team to ensure that cases of anti-social behaviour are reported to the appropriate organization. The Customer Feedback Team is liaising with the Resolution Centre and the Customer Contact Team to reduce the numbers of paper Have Your Say forms sent to customers by the Contact Centre, where the complaint could be recorded while the customer is on the line.

FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report although the cost of dealing with complaints can be high and there are also costs

associated with the reputation of the organisation. By responding to complaints effectively and by reducing recurring problems, costs can be limited.

TIMESCALE FOR ACTION

The report is based on complaints received over 2007/8. Further reports will be presented on the actions taken to implement new corporate software and other improvements on the re-engineering of the scheme.

CONSULTATION

Each portfolio of the City Council contributes to the statistical analysis.

BEST VALUE

There are important links between complaints and best value. An effective complaints scheme will assist in resolving shortcomings in service delivery, provides valuable management information and contributes to increased levels of customer satisfaction.

EQUALITY IMPLICATIONS

Customers are given the opportunity to voluntarily record their profile in terms of nationality, disability etc. through channels in which they communicate feedback to the City Council. This can help identify if specific sectors are receiving poor services, in order that they can be addressed.

The Customer Feedback Team is currently working with Liverpool Council for Voluntary Services to target representative groups in order to encourage participation in the HYS feedback scheme.

CORPORATE STRATEGY

The actions taken arising from the scheme are guided by the strategic aim of the City Council to provide high quality, value for money services.

COMMUNITY SAFETY IMPLICATIONS

Not applicable.

LEGAL IMPLICATIONS

None

BACKGROUND PAPERS

None

Appendices

| Top Level performance | | STAGE 1 | | | STAGE 2 | | | STAGE 3 | | |
|--------------------------|------------|----------------|----------------------------|---------------------------|----------------|--------------------|-------------------|----------------|--------------------|-------------------|
| | | CASES RECEIVED | ANSWERED < 10 WORKING DAYS | ANSWERED >10 WORKING DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS |
| PORTFOLIO | CASE TYPE | | | | | | | | | |
| CHIEF EXECUTIVE'S OFFICE | Complaint | 709 | 36% | 64% | 3 | 33% | 67% | 0 | N/A | N/A |
| | Comment | 87 | 71% | 29% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 30 | 0% | 100% | 0 | N/A | N/A | 0 | N/A | N/A |
| COMMUNITY SERVICES | Complaint | 209 | 43% | 57% | 3 | 67% | 33% | 1 | N/A | N/A |
| | Comment | 75 | 65% | 35% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 245 | 83% | 17% | 0 | N/A | N/A | 0 | N/A | N/A |
| CULTURE, MEDIA & SPORT | Complaint | 354 | 54% | 46% | 11 | 67% | 33% | 3 | 67% | 33% |
| | Comment | 112 | 74% | 29% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 434 | 94% | 6% | 0 | N/A | N/A | 0 | N/A | N/A |
| FINANCE & LEGAL SERVICES | Complaint | 60 | 41% | 59% | 3 | 67% | 33% | 0 | N/A | N/A |
| | Comment | 25 | 34% | 66% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 82 | 91% | 9% | 0 | N/A | N/A | 0 | N/A | N/A |
| LIVERPOOL DIRECT LIMITED | Complaint | 746 | 73% | 27% | 14 | 100% | 0% | 1 | 100% | 0% |
| | Comment | 45 | 61% | 39% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 73 | 74% | 26% | 0 | N/A | N/A | 0 | N/A | N/A |
| REGENERATION | Complaint | 915 | 54% | 46% | 17 | 71% | 29% | 3 | 33% | 67% |
| | Comment | 218 | 68% | 32% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 270 | 93% | 7% | 0 | N/A | N/A | 0 | N/A | N/A |
| NEIGHBOURHOODS | Complaint | 535 | 61% | 39% | 11 | N/A | N/A | 2 | N/A | N/A |
| | Comment | 35 | 57% | 43% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 32 | 100% | 0% | 0 | N/A | N/A | 0 | N/A | N/A |
| PARTNERS | Complaint | 434 | 72% | 28% | 2 | 100% | 0% | 0 | N/A | N/A |
| | Comment | 34 | 66% | 34% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 24 | 95% | 5% | 0 | N/A | N/A | 0 | N/A | N/A |
| CHILDREN'S SERVICES | Complaint | 88 | 19% | 81% | 2 | N/A | N/A | 0 | N/A | N/A |
| | Comment | 9 | 22% | 78% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 7 | 28% | 72% | 0 | N/A | N/A | 0 | N/A | N/A |
| TOTAL | Complaint | 4050 | 57% | 43% | 66 | 45% | 55% | 10 | 27% | 73% |
| | Comment | 640 | 66% | 34% | 0 | N/A | N/A | 0 | N/A | N/A |
| | Compliment | 1197 | 90% | 10% | 0 | N/A | N/A | 0 | N/A | N/A |

| SERVICE AREA | CASE TYPE | STAGE 1 | | | STAGE 2 | | | STAGE 3 | | | KEY COMPLAINT ISSUES | CHANGES RESULTING |
|--|------------|----------------|----------------------------|---------------------------|----------------|--------------------|-------------------|----------------|--------------------|-------------------|--|--|
| | | CASES RECEIVED | ANSWERED < 10 WORKING DAYS | ANSWERED >10 WORKING DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | | |
| Performance and Business Management | Complaint | 12 | 83% | 17% | 1 | 100% | 0 | 1 | 100% | 0 | Highways footway, various regen issues | |
| | Comment | 3 | 100% | 0 | | | | | | | Edge Lane development, Williamson Turbels | |
| | Compliment | 3 | | | | | | | | | Work placement, regeneration work in the City | |
| Highways Management | Complaint | 170 | 45% | 55% | 3 | 66% | 34% | 2 | 50% | 50% | Parking Policy, Traffic Calming, Residents Parking, Road Safety | NIL |
| | Comment | 44 | 44% | | | | | | | | Disabled Parking, Direction signing, speed bumps/speeding traffic, pedestrian | NIL |
| | Compliment | 8 | | | | | | | | | Signage, Road Markings | |
| Housing Repairs Partnership | Complaint | 205 | 94% | 6% | 1 | | | 0 | N/A | N/A | Work not completed within timescales, poor workmanship, rubbish left on site | |
| | Comment | 57 | 100% | | | | | | | | | |
| | Compliment | 85 | | | | | | | | | Thanks for completing repairs, compliments received by Enterprise-appointments, staff attitude | |
| Public Protection (Environmental Health and Trading Standards) | Complaint | 252 | 66% | 34% | 0 | N/A | N/A | 0 | N/A | N/A | Recurring problems, failure to keep appointments, staff attitude | NIL |
| | Comment | 24 | 55% | 45% | | | | | | | Flexibility for PHS to give specific times for calls, Issuing of dog bags, FPNS. | |
| | Compliment | 95 | | | | | | | | | Thanks for prompt service and helpful staff | |
| Cemeteries Crematoria and Mortuary | Complaint | 46 | 94% | 6% | 0 | N/A | N/A | 0 | N/A | N/A | Memorialisation, grounds maintenance, | Transfer of grave ownership - following a complaint, a |
| | Comment | 0 | | | | | | | | | | |
| | Compliment | 14 | | | | | | | | | Quality of staff and service | |
| Development Team | Complaint | 3 | 33% | 67% | N/A | N/A | N/A | N/A | N/A | N/A | Garden Festival, LFC stadium, Old bank building, Scotland Rd | NIL |
| | Comment | 3 | 33% | | | | | | | | Golden Phoenix restaurant, Garden Festival Site | |
| | Compliment | 0 | | | | | | | | | | |
| Planning and Building Control | Complaint | 116 | 45% | 54% | 4 | 0% | 100% | 0 | N/A | N/A | Issues around planning & building control | |
| | Comment | 25 | 89% | | | | | | | | | |
| | Compliment | 8 | | | | | | | | | | |
| Parks and Environment | Complaint | 54 | 62% | 38% | 1 | 0% | 100% | 0 | N/A | N/A | Advice & consultation, changing facilities, cleaning, events, patrols & surveys, conservation, public open spaces in Speke | |
| | Comment | 22 | 68% | 32% | | | | | | | Planting trees for Capital of Culture, bigger map for directions, clean up dog muck in parks, fixed outdoor training circuit in Park | |
| | Compliment | 13 | | | | | | | | | Childwall triangle, Ranger Service, Childwall woods Robin Hood day, Bedding display at Calderstones Park, Memory Walk in Calderstones Park, Cutting down of Holly Tree, Class visit with Rangers to Newsham Park | |
| Business Liverpool | Complaint | 2 | 50% | 50% | 1 | 0% | 100% | 0 | N/A | N/A | Mersey Can, Merseyhip | |
| | Comment | 2 | 50% | 50% | | | | | | | Policy, local government help for small businesses in Liverpool | |
| | Compliment | 13 | | | | | | | | | Assistance, clean state awards, business bridge, draft proposal for St Hilda's school, NewCo awayday, dockers advice & support, support for Voice 08 | |

| SERVICE AREA | CASE TYPE | STAGE 1 | | | STAGE 2 | | | STAGE 3 | | | KEY COMPLAINT ISSUES | CHANGES RESULTING |
|-----------------------------------|------------|----------------|----------------------------|----------------------------|----------------|--------------------|--------------------|----------------|--------------------|--------------------|--|--|
| | | CASES RECEIVED | ANSWERED < 10 WORKING DAYS | ANSWERED > 10 WORKING DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED > 28 DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED > 28 DAYS | | |
| Property Pool | Complaint | 45 | 64% | 36% | 1 | 0% | 100% | 0 | N/A | N/A | Re-housing | |
| | Comment | 5 | 80% | 20% | | | | | | | Re-housing | |
| | Compliment | 0 | | | | | | | | | | |
| Agency Services | Complaint | 9 | 77% | 23% | N/A | N/A | N/A | N/A | N/A | N/A | Grants & garden maintenance | |
| | Comment | 9 | 100% | | | | | | | | | |
| | Compliment | 26 | | | | | | | | | Grants | |
| Housing Strategy and Investment | Complaint | 1 | 100% | 0% | 0 | N/A | N/A | 0 | N/A | N/A | Wording on energy web site. | Web site was amended |
| | Comment | 0 | | | | | | | | | visit from housing association | |
| | Compliment | 1 | | | | | | | | | Newcastle-under-Lyme | |
| Tenant Involvement Service | Complaint | 0 | | | | | | | | | | |
| | Comment | 0 | | | | | | | | | | |
| | Compliment | 0 | | | | | | | | | | |
| Housing Market Renewal Initiative | Complaint | 9 | 44% | 56% | | | | | | | Delays in conveyancing procedure. Valuation of a property, colour of boardings on Edge Lane. (1) Information given by 20/20 to a surveyor regarding the redevelopment /demolition proposals for the Jermyn Street area. (2) Incorrect information given to com | (1) The Surveyor concerned has been reminded of the general information concerning the proposals for the Jermyn Street area (2) No changes necessary for the complaint (due to issues outside of LCC control) (3) No changes necessary for the complaint (due to) |
| | Comment | 2 | 0% | 100% | | | | | | | Maple Grove/Fam Grove. Request from Louise Ellman MP. Land disposal | NIL |
| | Compliment | 2 | | | | | | | | | Assistance given to residents | |
| | Complaint | 2 | 100% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Approach into Liverpool via Prescott Road. City wide Environmental Improvement | |
| | Comment | 2 | 50% | | | | | | | | Golf Academy, Otterspool, Construction Industry | |
| | Compliment | 1 | | | | | | | | | Impressed with City & Regeneration | NIL |
| | Complaint | 2 | 50% | 50% | 0 | N/A | N/A | 0 | N/A | N/A | TV screen in Clayton Square, big issue collectors | |
| | Comment | 0 | | | | | | | | | | |
| | Compliment | 0 | | | | | | | | | | |
| | Complaint | 3 | 67% | 33% | | | | | | | Signage to park, speed bumps, more police presence | Investigate new signage, speed bumps |
| Croxteth Country Park | Comment | 6 | 100% | | | | | | | | Litter bins, signage, cash machine facilities, animals in fields. | |
| | Compliment | 16 | | | | | | | | | employment or visit to near and country park, wedding organisation. | |

| SERVICE AREA | CASE TYPE | STAGE 1 | | STAGE 2 | | STAGE 3 | | KEY COMPLAINT ISSUES | CHANGES RESULTING | | | |
|------------------|------------|----------------|----------------------------|----------------------------|----------------|--------------------|--------------------|----------------------|-------------------|----------------|---|---|
| | | CASES RECEIVED | ANSWERED < 10 WORKING DAYS | ANSWERED > 10 WORKING DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED > 28 DAYS | | | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED > 28 DAYS |
| Parking Services | Complaint | 109 | 32% | | 0 | N/A | | 0 | N/A | | Parking enforcement issues, Penalty Charge Notices (Fines), resident permits, pay and display machines & car parks. | Complaint about front desk. Manner in which customer was spoken to. Referred to LDL as training issue and Parking Services manager decided to treat case as appeal and deal with it under appeal procedure. |
| | Comment | 14 | 72% | | | | | | | | Car park charges, policy issues | |
| | Compliment | 1 | | | | | | | | | | Friendly attitude of Parking Attendants |

| Community Services | | STAGE 1 | | | STAGE 2 | | | STAGE 3 | | | CHANGES RESULTING |
|--|------------|----------------|----------------------------|---------------------------|----------------|--------------------|-------------------|----------------|--------------------|-------------------|---|
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| SERVICE AREA | CASE TYPE | | | | | | | | | | KEY COMPLAINT ISSUES |
| Adult Services | Complaint | 153 | 44% | 56% | 4 | 75% | 25% | 1 | 100% | N/A | Adult Learning Services, Day Services, Hospital Discharge. |
| | Comment | 70 | 64% | 36% | | | | | | | |
| | Compliment | 234 | | | | | | | | | OT, OT Aids and Adaptations, Hospitals, PSI Team, ART |
| LASBU | Complaint | 21 | 50% | 50% | 1 | 100% | 0% | 0 | N/A | N/A | Issues relating to anti social behaviour |
| | Comment | 1 | 100% | 0% | | | | | | | |
| | Compliment | 1 | | | | | | | | | |
| Alleygating | Complaint | 19 | 100% | 0% | N/A | N/A | N/A | N/A | N/A | N/A | Lack of Alleygates , when will alleygates be fitted, how to |
| | Comment | 2 | | | | | | | | | Gating concerns, problems associated |
| | Compliment | 3 | | | | | | | | | Customers satisfied |
| City Watch Patrol & Response | Complaint | 0 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Anti social behaviour |
| | Comment | 0 | | | | | | | | | Info shared with other agency's and used to target patrols in |
| | Compliment | 0 | | | | | | | | | |
| City Watch CCTV & Street Crime Wardens | Complaint | 5 | 40% | 60% | 1 | 0% | 100% | 0 | N/A | N/A | Requests for additional CCTV or Street crime wardens. Alleged conduct of SCW carrying out an enforcement. |
| | Comment | 2 | 100% | 0% | | | | | | | Subject to Access |
| | Compliment | 7 | | | | | | | | | Compliments are regarding the support and help of the SCW by members of the public or Managers/Staff of facilities e.g. libraries, community centres. |

Partners

| SERVICE AREA | CASE TYPE | STAGE 1 | | | STAGE 2 | | | STAGE 3 | | | KEY COMPLAINT ISSUES | CHANGES RESULTING |
|----------------------|------------|----------------|----------------------------|---------------------------|----------------|--------------------|-------------------|----------------|--------------------|-------------------|--|-------------------|
| | | CASES RECEIVED | ANSWERED < 10 WORKING DAYS | ANSWERED >10 WORKING DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | | |
| 2020 Liverpool | Complaint | 18 | 50% | 50% | 0 | N/A | N/A | 0 | N/A | N/A | Driveway access, highway, ground, rent, traffic lights. | |
| | Comment | 0 | | | | | | | | | | |
| | Compliment | 0 | | | | | | | | | | |
| Glendale | Complaint | 3 | 0% | 100 | 0 | N/A | N/A | 0 | N/A | N/A | Glass in grant gardens, tree damage to wall, Allerton Priory | |
| | Comment | 0 | | | | | | | | | | |
| | Compliment | 1 | | | | | | | | | Wavertree Botanic park | |
| Enterprise-Liverpool | Complaint | 413 | 73% | 27% | 2 | 50% | 50% | 0 | | | Street sweeping, highway surface | NIL |
| | Comment | 34 | 67% | 33% | | | | | | | Highways Maintenance, street cleansing | |
| | Compliment | 23 | 95% | 5% | | | | | | | Highways Maintenance, street cleansing, grounds maintenance | |

| Neighbourhoods | | STAGE 1 | | | STAGE 2 | | | STAGE 3 | | | KEY COMPLAINT ISSUES | CHANGES RESULTING |
|-------------------------------|------------|----------------|----------------------------|---------------------------|----------------|--------------------|-------------------|----------------|--------------------|-------------------|--|-------------------|
| | | CASES RECEIVED | ANSWERED < 10 WORKING DAYS | ANSWERED >10 WORKING DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | CASES RECEIVED | ANSWERED < 28 DAYS | ANSWERED >28 DAYS | | |
| City & North Neighbourhood | Complaint | 135 | 55% | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Propertypool, Re-housing, repairs, ASB, environment, NIL | |
| | Comment | 16 | 69% | | | | | | | | Repairs, environment, staffing | |
| | Compliment | 24 | | | | | | | | | Thanks to staff | |
| Alt Valley Neighbourhood | Complaint | 118 | 71% | 27% | 3 | 35% | 66 | N/A | N/A | N/A | Bins, re-housing times, flyipping, allocations, Disrepair | |
| | Comment | 3 | 66% | 34% | | | | | | | Gas fire installation | |
| | Compliment | 1 | | | | | | | | | Quick response | |
| Liverpool East Neighbourhood | Complaint | 99 | 42% | 55% | 2 | 85% | 15% | 0 | 0 | 100% | PHI, ASB, Repairs, Refuse, Re-housing, staff, housing | NIL |
| | Comment | 6 | 78% | | | | | | | | Repairs, stealing of electricity, flyipping | |
| | Compliment | 1 | | | | | | | | | Staffing | |
| South Central Neighbourhood | Complaint | 101 | 61% | 39% | 2 | 50% | 50% | N/A | N/A | N/A | Environmental issues, anti social behaviour | NIL |
| | Comment | 7 | 100% | | | | | | | | | |
| | Compliment | 4 | | | | | | | | | Efficient turn around of request relating to Environmental issues. | |
| Liverpool South Neighbourhood | Complaint | 82 | 66% | 32% | 3 | 100% | N/A | N/A | N/A | N/A | Bin Collections, Housing, Dogs | NIL |
| | Comment | 3 | 33% | | | | | | | | Heating, refuse collection, housing | |
| | Compliment | 2 | | | | | | | | | Bin collection, Housing, garden work | |