

## Freedom of Information Request – Complaints

Date received - 17/01/23

### Request & Response:

\*Q1\* How many complaints have you received from citizens between 1st January 2022 to 31st December 2022 (inclusive) about the following:

- a. Council tax – e.g., payment, council tax bands, etc. - **21**
- b. Residential building maintenance – e.g., for council housing and council-owned apartment blocks - **0**
- c. Facilities maintenance – e.g., leisure facilities, libraries, parks, playgrounds - **0**
- d. Infrastructure maintenance – e.g., roads, footpaths, etc. - **0**
- e. Refuse and recycling collection – e.g., late or missed collections - **244**

\*Q2\* As per above, how many of these complaints were about poor communication – e.g., citizens receiving letters, emails, phone calls etc. late; relevant departments not responding to queries; no option to communicate over specific channels (e.g., social media, text, etc.); recipients claiming they didn't receive messages:

- a. Council tax – e.g., payment, council tax bands, etc. - **16**
- b. Residential building maintenance – e.g., for council housing and council-owned apartment blocks - **0**
- c. Facilities maintenance – e.g., leisure facilities, libraries, parks, playgrounds - **0**
- d. Infrastructure maintenance – e.g., roads, footpaths, etc. - **0**
- e. Refuse and recycling collection – e.g., late or missed collections - **0**

\*Q3\* For the following question, if possible, please answer for each of the categories in questions 1 and 2, using the attached grid. However, if this will take too long, please share the total numbers.

Did any of these complaints have the following consequences:

- a. The need to re-send updated bills or other charges - **10**
- b. Delays in payment - **7**
- c. The need to issue refunds to citizens or others - **3**
- d. Council officers being unable to access council citizen's properties - **0**

e. An inability for citizens to access council facilities – e.g., leisure centres, libraries - **0**

f. Delays to essential work – e.g., maintenance of council housing, maintenance of council-owned apartment blocks, maintenance of leisure facilities, maintenance of infrastructure such as roads - **0**

\*Q4\* How many requests between 1st January 2022 to 31st December 2022 (inclusive) have you received from citizens requesting to move from paper/postal channels to digital – e.g., email, online portal, text or phone call?

**Nil**

\*Q5\* Have you invested in the following from 1st January 2022 to 31st December 2022 (inclusive)?

a. New technologies to improve communication with citizens, – e.g., opening different channels of communication, automated online chat, analysing and mapping resident behaviour on services

**Yes integrating social media direct messaging into our corporate case management system**

b. New services from outside providers that will improve the way you can communicate with citizens – e.g., help desks, services that will manage invoicing, services that will manage enquires

**Residents will continue to interact with eh council rather than directly with 3<sup>rd</sup> parties**

c. Additional training for staff on how to communicate with citizens  
**n/a**

\*Q6\* If possible, which of the following areas are you planning on investing in 2023?

a. New technologies to improve communication with citizens, e.g., opening different channels of communication

**As above Q5**

b. New services from outside providers that will improve the way you can communicate with citizens

**As above Q5**

c. Additional training for staff on how to communicate with citizens  
**n/a**

\*Q7\* Which of the following problems have you encountered between 1st January 2022 to 31st December 2022 (inclusive)?

a. Citizen information, such as address, phone number or email, that is out of date or incorrect

**Our single view of customer is preventing this**

b. Citizen information, such as address, phone number or email, that cannot be easily accessed, for instance because it is held on different filing systems

**As above**

c. Online portals, such as to contact the council, to access leisure services, to book collections or maintenance, not working properly, for example, data is hard to input or retrieve, or the portal often crashes

**third party application integrations can be restrictive**

\*Q8\* How many requests between 1st January 2022 to 31st December 2022 (inclusive) have you received from citizens asking to change their data?

**Not captured**