

Bi-Annual Complaints Report

Oct 2021- March 2022

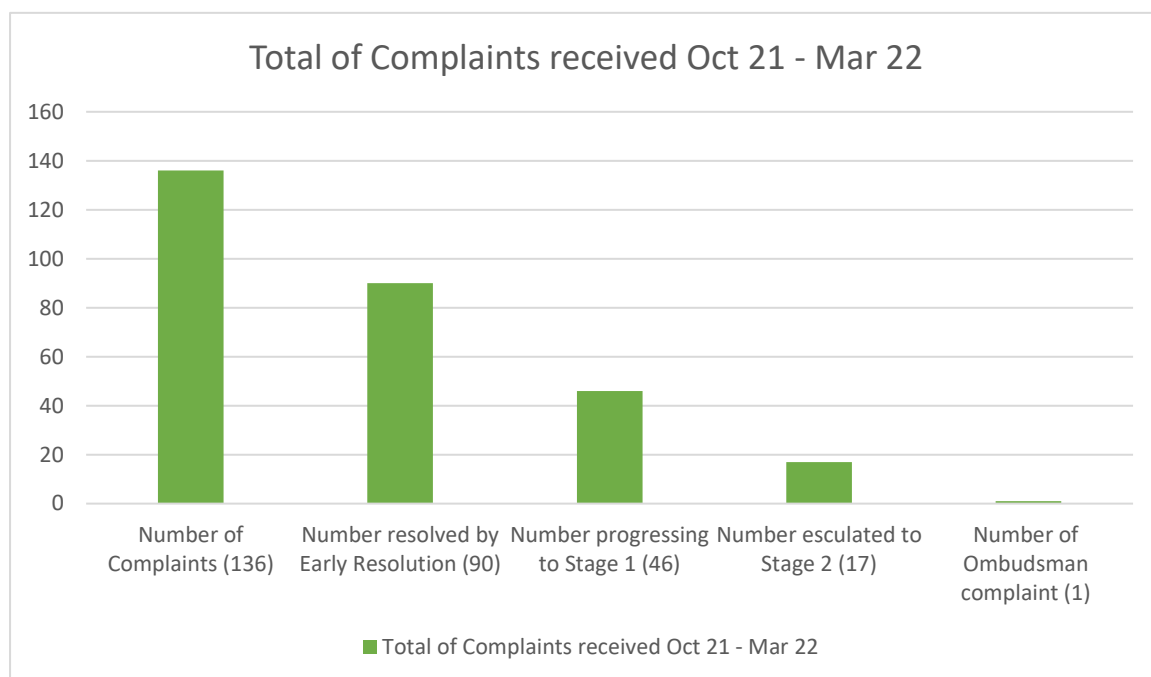


Introduction

The report summarises our complaints performance during the third and fourth quarter of 2021/22 covering the period from 1st October 2021 to 31st March 2022.

The purpose of this report is to review the operation of the complaints processes over a 6 month period, including statistical data, and to provide the local authority with the means by which it keeps itself informed about complaint themes and how effective its current arrangements are for handling customer complaints.

The Overall Picture



- The number of complaints received between 1st October 2021 to 31st March 2022 was 136.
- 90 of the 136 complaints were resolved at first point of contact by the Customer Service Team or resolved informally by Service Area Managers speaking to the customer early on and resolving the issue.
- 46 complaints went through the formal complaints process and were investigated as Stage one complaints
- 17 complaints were escalated to stage two
- 1 complaint was received by the Ombudsman

Monthly breakdown

The chart below shows the monthly breakdown of all complaints received:

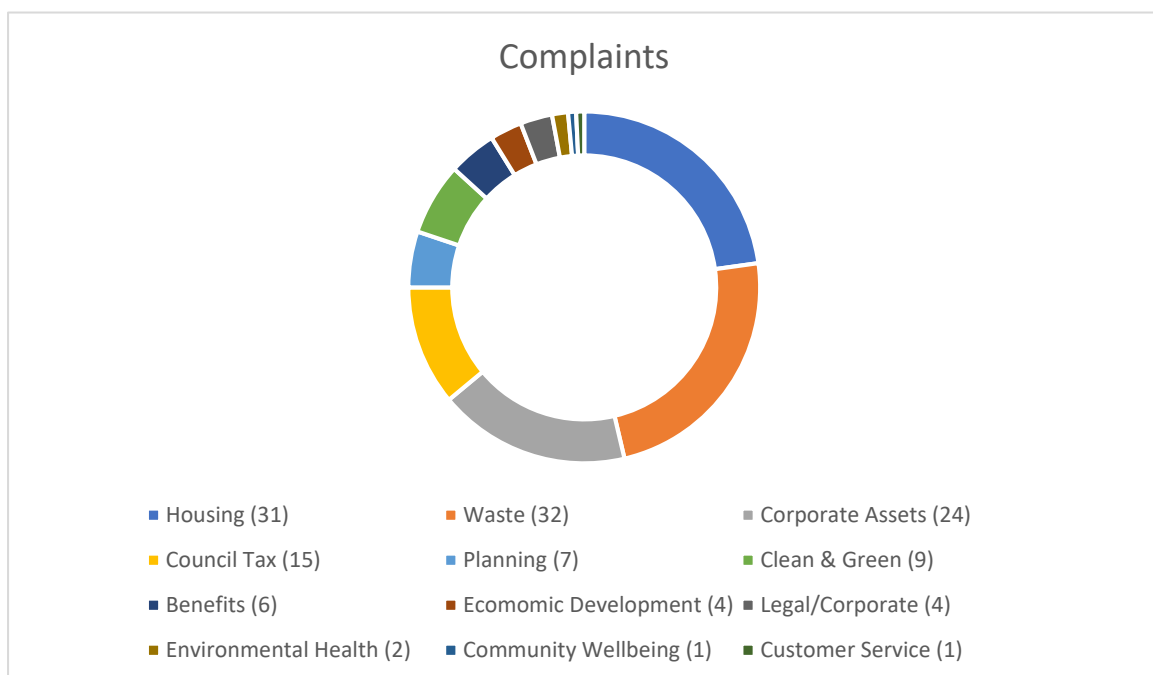
Complaints Received					
Month	Number of complaints Received	Early Resolution			Number of Stage 1 complaints
		Resolved at first point of contact (CSC)	Resolved by Manager	%	
Oct 21	14	7	4	79%	3
Nov 21	13	8	1	69%	4
Dec 21	16	8	1	56%	7
Jan 22	37	22	4	70%	11
Feb 22	31	12	7	61%	12
Mar 22	25	12	4	64%	9

The chart below shows the monthly breakdown of all stage two complaints received:

Stage 2 Complaints	
Month	Number
Oct 21	1
Nov 21	1
Dec 21	3
Jan 22	4
Feb 22	3
Mar 22	5

Departmental Breakdown

The chart below shows you the number of complaints received per department



Housing

Housing had a total of 31 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
2	Housing Allocations	Homelessness/allocation Issue	Customers unhappy with waiting time or suitable offer of accommodation	2 not upheld
22	Housing Repairs	Delays (6)	Various contractors delays to work	2 not upheld 4 upheld
		Failure to attend (2)	Various contractors not attending appointments	2 upheld
		Liberty Gas issue (11)	Delays, nonattendance, Contractor staff attitude, quality of work	1 not upheld 10 upheld
		Matthew & Tannert issue (1)	Quality of work	1 upheld
		Estate Repair Issue (1)	Numerous faults in housing block	1 upheld
		Customer Misunderstanding (1)	Customer mis-understood - advice given correct	1 not upheld
7	Housing Tenancy	Lack Of Communication (2)	Housing Officer not taking requested action	2 upheld
		Cleaning Issue (2)	Housing communal areas	1 not upheld 1 upheld
		Tenancy Parking Issue (1)	Unable to park	1 not upheld
		ASB / Lack of action (2)	Housing officer not taking action against Neighbours for ASB	2 upheld

5 complaints escalated to stage two:

Stage 2			
2	Housing Repairs	Not happy with Stage 1 response	2 upheld
3	Housing Tenancy	Not happy with Stage 1 response (2) Did not receive stage 1 response (1)	2 not upheld 1 upheld

Housing Manager - Commentary

In terms of Housing allocations there will always be complaints from those on the housing register that they are having to wait a long time. Unfortunately, the team will have no control over when property becomes available to let. What we can do to better inform tenants is provide information about average waiting times and the availability of properties.

Complaints made against the repairs team, are largely justified. The primary reason for a complaint is as a result of contractors not attending within an expected timeframe. The team are strengthening the contract arrangements with respect to contractor performance and delivery. For each contract there is an escalation process designed to assist the team in the management of complaints and there is an expectation that the Contractor will respond and learn from the complaint in the hope that similar complaints do not arise.

The tenancy and estate team have adapted and changed the processes and procedures in order to better respond to the needs and demands of the service and to meet the expectations of the tenants. Firm guidance has been issued in which the team are required to respond to tenants within agreed timescales.

Waste had a total of 32 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
19	Garden Waste	Reduction of winter month collections/ increase in additional bin charges (18)	Unhappy with price of service with reduced collections	18 not upheld
		Issue with online renewal (1)	Customer error – renewal completed over the phone	1 not upheld
4	Bin Issues	Variety of issues with bins	Bin delivery issue, bin being left blocking driveway, large bin assessment refusal, CCTV viewing request	2 not upheld 2 upheld
7	Collections	Missed bin collection	7 missed bin reports	4 not upheld 3 upheld
1	Service Failure	Real Christmas tree collection	Tree not collected	1 upheld
1	Miscellaneous	Christmas bin collection	Customer not happy that bins were not being collected on Christmas Eve	1 not upheld

0 complaints escalated to stage 2

Depot Manager – Commentary

The Waste Team carry out weekly collections for household and recycling waste for just over 24,000 domestic properties in the borough. They also collect Garden Waste and carry our Bulky item collections as a chargeable service. Due to the wide ranging nature of this service, complaints are inevitable.

18 of the complaints received during this 6 month period relate to the policy decision to reduce garden waste winter collections from 12 months to 9 months. Customers were unhappy the cost remained the same, whilst the service reduced. All 18 complaints were resolved by early resolution or stage 1 of the process, with customers accepting the Councils position.

The other complaints are all isolated issues, that have been largely addressed by contacting/visiting the customer as soon as the complaint is received. Our missed bin collections rate averaged at 0.4% and genuine missed bins are re-collected within 48 hours.

Corporate Assets

Corporate Assets had a total of 24 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
17	Car Parking	Permits (6)	Unhappy they are not eligible for resident's discounted permit, issue with online process, unhappy with terms of permit	6 not upheld
		Car Park Fees (4)	Unhappy Council made decision to introduce parking fees in all Council car parks	4 not upheld
		Resident parking issue (3)	Difficulties parking in their street since car parks charges	3 not upheld
		Ticket machine issue (2)	Customer error/machine fault	1 not upheld 1 upheld
		Penalty notice issue (2)	Customer paid for parking – issue with machine-Ticket cancelled	2 upheld
3	Cemeteries	Cemetery Issue	Damage/Vandalism of grave, maintenance of plots	1 not upheld 2 upheld
2	Council Buildings	Bushloe House Issues	Noise/light issue from Bushloe House, test centre staff noise/nuisance	2 upheld
1	Allotment	Allotment Issue	Delay to tree maintenance	1 upheld
1	Public Toilets	Closure of public toilets	Customer unhappy about decision to close public toilets	1 not upheld

1 complaint escalated to stage two:

Stage 2			
1	Car Parking	Not happy with Stage 1 response	1 not upheld

Corporate Assets Manager - Commentary

Car Parking charges were introduced on 4 January 2022. During the period to the end of March 2022 there has been over 120,000 individual pay and display transactions and just short of 3,000 permits issued. Inevitably there has been some complaints about the new system ranging from not agreeing with the introduction of charging in general through to specific complaints about machine faults or problems obtaining a permit. All specific complaints have been investigated and resolutions agreed with the complainant. Where there has been a claim that money has been lost in a machine a single use paper permit has been issued to compensate for the loss.

Cemetery complaints are always handled sensitively due to their emotive nature and, for the period in question, all relate to claims of items damaged on graves. Given that both cemeteries have open access 24 hours a day it is difficult to establish exactly what has happened in each case as there are a number of possible scenarios ranging from weather (particularly wind blowing items off or away from plots) through to cemetery staff catching memorials when operating in a tight space between graves. All of the complaints have been carefully investigated and where the council has been at fault the damage has been put right by cemetery staff to the satisfaction of the deed holder.

The council manages 4 allotment sites with over 300 plots. The complaint received related to boundary trees on one of the allotment sites overhanging into a neighbour's garden. The complainant has been contacted and work to the trees has been scheduled. As the Clean and Green team have now been incorporated into Corporate Assets work to the boundary hedges and trees at all of the allotment sites will now be included into the Clean and Green work schedules to minimise the likelihood of similar complaints in future.

Revenues & Benefits

The Revenues & Benefits Team received 21 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
5	Billing	Biling Issue (5)	Bill not sent/sent late direct debit not set up, billing errors	1 not upheld 4 upheld
5	Recovery	Incorrect Court Summons (2)	OWBC errors led to court summons being issued	2 upheld
		Bailiffs (1)	Unhappy at bailiff's actions	1 not upheld
		Financial Difficulties (1)	Unhappy court summons issued as customer had financial difficulty	1 not upheld
		Repayments received in error (1)	DWP still taking money from benefits despite OWBC advising debt written off, not OWBC Issue, customer advised	1 not upheld
7	Telephone Enquiries	Staff Attitude (4)	Rudeness of staff during phone enquiry	4 upheld
		Poor enquiry handling (2)	Wrong information given & lack of empathy	2 upheld
		Wait Time (1)	Waited 40 mins but call still not answered	1 upheld
4	Test & Trace	Delays (3)	Application took too long to process	3 upheld
		Application issue (1)	Application closed in error due to technical fault	1 upheld

4 complaints escalated to stage two:

Stage 2			
2	Billing	Not happy with Stage 1 response	1 upheld 1 not upheld
1	Recoveries	Not happy with Stage 1 response	1 upheld
1	Test & Trace	Stage 1 not received within SLA	1 upheld

1 complaint was taken to the Loal Government Ombudsman (LGO)

Overview	Outcome
Customer believed that her Council Tax has been miscalculated and she is owed a refund.	LGO advised that complaint will not be Investigated by them. Customer did not appeal to the Valuation Tribunal as she should have done, nor did she make her complaint within 12 months of the issue arising.

Revenues and Benefits Manager - Commentary

With around 24000 Council Tax bills sent out in the 6 months leading up to April 2022, 4 errors in this area equates to 0.01%, or 1 error for every 6000 bills. That said, I am seeking to build a 'right first time' culture in Revenues and Benefits, and expect that all bills should be correct before they are issued.

A review of training requirements in Council Tax is scheduled for Q1, which I hope will further drive down the number of errors of this type. Errors leading to court summons will also be reduced by this training.

The majority of the complaints received in Benefits are with regard to the Test and Trace scheme, specifically the amount of time taken to receive a decision. One of my first major projects upon starting as Revenues and Benefits Manager was to review the Test and Trace process. Additional resource was both hired and moved in from other teams, and changes were made to the collection and recording of information, and to the decision making process.

The demand on the Test and Trace team closely followed the peaks and troughs in Covid-19 figures, and the huge spike due to the Omicron variant meant a drop in average processing time caused by increased demand. During this time Revs and Bens worked with the Communications team to release a bulletin and video reassuring people that we were working through all applications and would deal with them as soon as possible, but asking for patience.

Complaints about staff attitude were addressed immediately by the relevant team leader, and in one case the Manager terminated the contract of a temporary officer after listening to the conversation with a customer. All team leaders are highlighting the importance of staying polite and professional in all situations, and all staff will be refreshing themselves on the putting the customer first training in May.

A bespoke customer service course is being developed with the Customer Service Improvement team for all temporary and permanent Revenues and Benefits staff, including new starters. This will further emphasise the importance of excellent customer service.

All team leaders will be revisiting the Complaints Handling training with a view to reducing the number of complaints that are escalated to Stage 2. The Manager reviews each escalated complaint with the officer that completed the initial response to look for things that could be addressed differently to avoid that escalation.

Clean & Green

Clean & Green had a total of 9 complaints in this period – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
1	Street Cleansing	Lack of communication	Lack of updates and communication about paint spillage in road	1 upheld
5	Dog waste bins	Removal of bin (2)	Unhappy that bins have been removed & not replaced quick enough	2 not upheld
		Overflowing bin (2)	Unhappy bins not emptied regularly enough	2 upheld
		Unable to access bin (1)	Green waste blocking bin access	1 not upheld
3	Litter bins	Removal of bin (1)	Unhappy that bins have been removed & not replaced quick enough	1 not upheld
		Overflowing bin (2)	Unhappy bins not emptied regularly enough	2 upheld

0 complaints escalated to stage 2

Corporate Assets Manager - Commentary

The Clean and Green Service (comprising public cleansing and grounds maintenance operatives and Brocks Hill Ranger) transferred to the Corporate Assets Section part way through the quarter.

The transfer has not been without its challenges and a great deal of time has been spent looking at operational standards and holding discussions with staff on ways the service can be improved.

Going forward, the operatives have themselves made suggestions for service improvements and these are being built into the daily operations.

An assessment of the Clean and Green operations at hand-over shows that the service had become very reactive with little information on costs of specific operations. This is being addressed and measures put into place to provide a pro-active service where the costs of individual operations are known so that informed decisions can be made on where resources are required.

The majority of complaints during the quarter relate to the emptying of litter/dog bins; this is being addressed by amending the operations to ensure that only a certain number of staff are off at any one time, that the known 'well used' litter bins are emptied more regularly and building time into the normal rounds to allow for dealing with ad-hoc operations that need urgent attention.

During the quarter some litter bins were removed to make way for larger bins in the same location. This unfortunately led to complaints about bins being removed for a short period before the new bins were installed. This work has now been completed.

Planning

Planning had a total of 7 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
7	Planning Applications	Delays (3)	Unhappy at length of time receive a planning application decision	1 not upheld 2 upheld
		Lack Of Communication (2)	Not enough updates/lack of response to emails/ no site visit	1 not upheld 1 upheld
		Consultation issue (1)	Unhappy with lack of consultation for Brocks Hill	1 not upheld
		Refusal of Permission (1)	Unhappy with refusal of planning application	1 not upheld

5 complaints escalated to stage two:

Stage 2			
5	Planning Applications	Not happy with Stage 1 response	5 not upheld

Planning Policy and Development Manager - Commentary

Given the nature of the Planning profession, complaints are always going to be received when applicants are aggrieved with the decisions that are being made, however, in the main, complaints are limited to the Development Control side of the Planning Department at the Council. Over the past few months, a handful of complaints have been received from applicants in relation to the decisions made, but also the amount of time that it has taken the Council to determine planning applications. In general, throughout the year, the Planning Department receives between 500 and 600 planning applications, however during 2021, not far off 700 applications were received by the Department to assess and determine. This significant increase combined with a number of longer term staff vacancies, has led to a back-log of planning applications and a delay in determination. But, in response to the significant back-log of planning applications, the Council has undertaken a review of its planning service, including the management structure and is focusing more resource where it is needed most, for example in the validating of planning applications and the assessing and deciding of planning applications. Although there are still delays within the processing and deciding of planning applications, I am confident that the changes that have been made are improving the efficiency of the planning service for our customers. It will however take the Department a number of months to reduce the backlog to a manageable level. Consequently, complaints relating to the time taken to determine planning applications should therefore reduce.

Economic Development

Economic Development had a total of 4 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
3	Town Centre Cleaning	One off street cleaning noise (3)	Residents woken by street cleaning vehicle in early hours	3 upheld
1	Shopping Area	Town Centre shopping area issue (1)	Complaint that Town Centre shops are unsightly	1 not upheld

1 complaints escalated to stage two:

Stage 2			
1	Town Centre Cleaning	Not happy with Stage 1 response	1 not upheld

Economic Regeneration Manager - Commentary

During February and March deep cleaning of all three town centre was commissioned from the Welcome Back Fund allocation. The work involved washing the town centre pavements, clearing mess and removing chewing gum, thus making the centres of Oadby, Wigston and South Wigston appear cleaner and more welcoming. In consultation with the supplier it was agreed, as elsewhere, to undertake the works at night, the area needed to be clear of people and vehicles to allow unimpeded access. It was acknowledged that there were residential parts that bordered the town centres and that these areas would be prioritised in the early evening/mornings so as not to disturb residents unduly. The works started in Oadby with no complaints received. When the works moved on to Wigston two complaints were received, the first was from a Public House on Bell Street it was not known that the landlord lived on the premises and an apologetic email was sent in response. A second complaint was received from a resident on Leicester Road to say they had been awoken on a number of consecutive nights.

As a result of these complaints, we worked with the contractor prior to them undertaking the works in South Wigston (as the District Centre has a number of residential dwellings). The timings of the works was amended to ensure minimal disruption. A further complaint was received from the South Wigston area but not relating to noise, this time it was from a business who had had 'splashback' of the dirt on their windows which then needed cleaning.

In future, should such works be needed again, a targeted approach to making residents aware of work and the timings of it will be employed which is a lesson learned for next time.

The other complaint received was in relation to the look and impact of a number of shops within Wigston Town Centre. The complainant wanted to know what the Council was doing to make the area more inviting. The Town Centre Manager contact the complainant directly to advise that whilst the Councils tools are limited, the Economic Regeneration team is seeking to build better relationships with businesses, landlords and tenants to work more proactively together on the look and feel of town centres, including ways to reduce vacancies. Whilst it may not be as a direct result of the enquiry, the premises in question did renew their shopfront.

Legal/Corporate

Legal/Corporate had a total of 4 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
3	Customer Misunderstanding	Remembrance Parade	Customers unhappy that there was no parade for Remembrance day Believed this to be an OWBC decision	3 not upheld
1	Complaints Process	Unhappy with response time	Not happy with length of wait for response to stage 2 complaint response was sent within 20 day timeframe	1 not upheld

0 complaints escalated to stage 2

Policy, Compliance and Data Protection Officer - Commentary

The Law and Democracy team had four formal complaints during this period none of which were upheld.

Three complaints related to the decision to cancel the Remembrance Day parade. This was made due to the Covid-19 situation at that time, something out of our control. We hope that as the pandemic gradually eases we would not have to do the same again; however, we will always put public health and safety as our top priority.

The Complaints process has been reviewed and a number of improvements identified. The complaint received about our response times was not upheld, as the response was provided within our set timescales, we continue to aim to try and respond to complaints as quickly as possible rather than on the due dates.

Overall the team are performing exceptionally well. We will continue to monitor and improve on our performance wherever we can.

Environmental Health

Environmental Health had a total of 2 complaints – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
1	Telephone Enquiry	Staff attitude	Rudeness of staff during phone enquiry	1 upheld
1	Customer Misunderstanding	Lack of service	Customer unhappy we do not provide pest control service. Contact made, advice given and signposted to outside agency	1 not upheld

0 complaints escalated to stage 2

Senior Strategic Development Manager - Commentary

Environmental Health receive more than 500 requests per year for service from customers, a number which continues to increase year on year. Despite this, staff shortages and the challenges posed by the pandemic (led by the Environmental Health Team which on its own generated several thousand activities – from investigations, risk assessments, providing guidance to taking regulatory action), the Team have set ambitious standards for replying and have progressively improved our time to respond, give advice and action.

In the last six months we have received 2 complaints, one customer unhappy that we no longer provide a pest control service, (a service which was ceased by the Council in July 2020) and the other about staff attitude caused by a robust and abrupt approach taken by an Officer.

The Team continues to manage customer expectations particularly when dealing with neighbour disputes, review all our working practices and ensure customer services are involved in the process of referring service requests.

Community & Wellbeing

Community & Wellbeing had a total of 1 complaint:

Number	Area	Category	Overview	Upheld Y/N
1	Anti-Social Behaviour	Staff behaviour	False allegation made against officer Stage 1 response sent advising full investigation carried and not upheld.	1 not upheld

1 complaints escalated to stage two:

Stage 2				
1	Staff behavior	Not happy with Stage 1 response		1 not upheld

Community & Wellbeing Manager – Commentary

The Community and Wellbeing team engages with the community, residents, and external organisations in a wide range of work streams. This includes Anti-Social Behaviour, Community Safety, Community Engagement, Health and Wellbeing, Physical Activity and Sport, School Sport and Youth Engagement. A variety of programmes, pop ups and engagements were carried out for the financial year 2021/22, with 92 ASB incidents being logged and only 1 complaint (unfounded) and 2 community triggers (with only one meeting the review threshold) being raised.

In addition, as a team, lots of positive feedback has been received in relation to the variety of programme/pop up sessions delivered in the community with our reputation being significantly improved from both a community and partner organisation perspective. We will continue to monitor our performance and engagement with the community, residents, and external organisations to maintain this high level.

Customer Services

Customer Services had a total of 1 complaints in this period – see breakdown below

Number	Area	Category	Overview	Upheld Y/N
1	Telephone Enquiry	Staff attitude	Complaint about being patronised by staff Member, customer accepted apology and feedback given to staff member	1 upheld

0 complaints escalated to stage 2

Customer Service Manager - Commentary

The Customer Services Team answered 28,544 calls and responded to 2535 customer emails between 1st October 2021 – 31st March 2022. One complaint was received due to an advisor over explaining a process and the customer misinterpreting this to be patronising. This was an isolated issue, the officer involved received feedback and has since only had positive comments from customers.

We regularly monitor our Customer Services staff and in addition daily Customer Satisfaction Surveys are carried out. The average satisfaction score for the Team in the same period was 97.5%

Reporting, monitoring and driving service improvement

The Customer Service Improvement Team together with the Compliance and Policy Officer reviews data on a monthly and quarterly basis to establish themes and trends.

Monthly Complaints Review meetings are held and Service Area Manager attend to discuss and review the complaints for their service area. Where a consistent theme or issue has been established, Managers are instructed to take action to prevent the poor service that triggered those complaints from being repeated.

Lessons learned are recorded and best practice is shared to improve customer experience.

The Customer Service Improvement Manager feedback to the Senior Leadership Team on a monthly basis.

Response Times

Response times for stage one and stage two complaints are monitored:

Month	Stage 1 (Target 10 days)	Stage 2 (Target 20 days)
Oct	18 days	9 days
Nov	9 days	23 days
Dec	12 days	18 days
Jan	9 days	4 days
Feb	11 days	3 days
Mar	8 days	TBD

The Customer Service Improvement Manager will be running face-to-face training sessions on Complaints Handling and Investigations. All Managers and members of the Senior Leadership Team will be required to attend. The training will be run in addition to the current E Learning training course to help support managers further and help them to provide a higher quality of response letters and avoid complaints escalating to stage two of the process.

The training will also re-iterate the importance of providing responses to complaints in a timely fashion. This will help to further improve response times.

Complaints Surveys

In 2021 we made the decision to survey complainants. The survey is conducted once their complaint has reached its conclusion.

The Customer Service Improvement Officer calls customers that have indicated they wish to be surveyed. The complainants are asked them a range of questions about their experience of the complaints handling process.

A question is also asked to see if they are happy with the outcome of their complaint. We recognise that not all customers will be happy with the outcome, but by measuring their satisfaction on our other questions we can ensure we are providing a good service and managing complaints effectively.

Between October 2021 and March 2022 a total of twenty customer were surveyed, see the survey results below:

Ease of making complaint



100% of customers surveyed felt it was easy to make their complaint (20/20)

Treated Fairly



100% of customers surveyed said they were treated fairly during their complaint (20/20)

Helpful & Polite



95% customers surveyed felt that staff were helpful and polite during their complaint (19/20)

Complaint Outcome



75% customers surveyed were happy with the outcome to their complaint (15/20)

Complaints Handling



80% of customers surveyed felt satisfied with the overall handling of their complaint (16/20)

Positive Comments

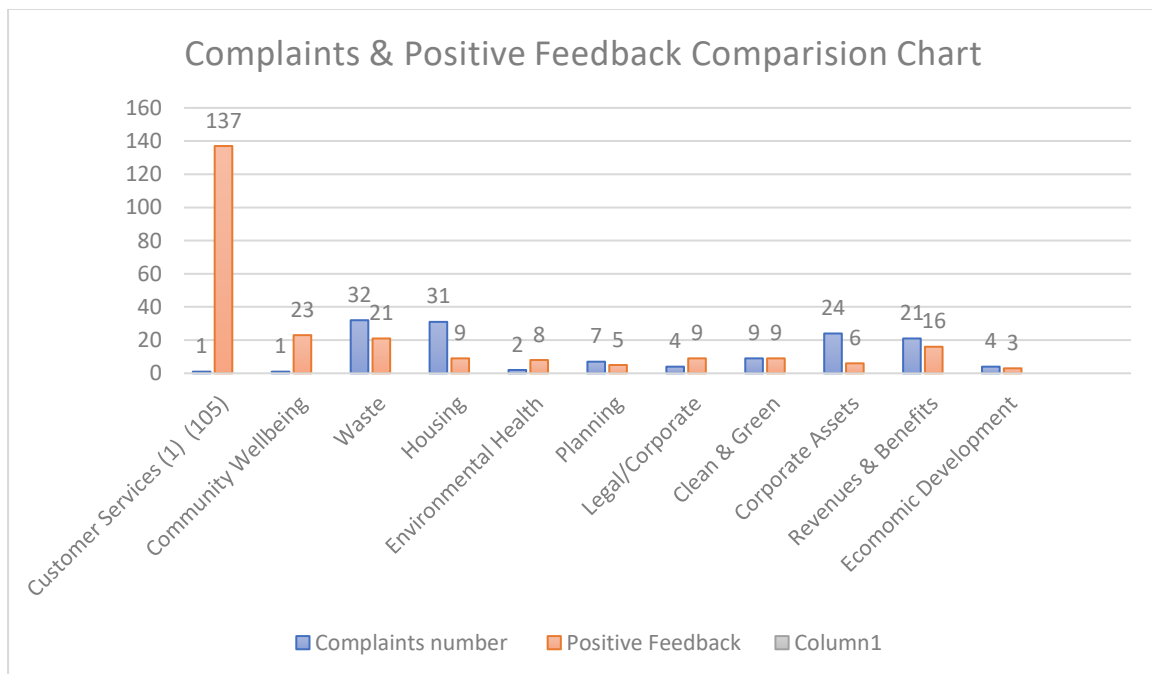
Between Oct 21 and March 22 there was 251 positive feedbacks/compliment/comments received.

The Customer Services (137) and Community Wellbeing Teams (23) received the highest number of positive feedback due to the frontline nature of their services.

We have recently reviewed the definitions of compliments and positive feedback and the decision made to combine all positive feedback to recognise that it should be celebrated.

Positive customer feedback is recorded and shared with Line Managers/staff involved. This is recognised at service level through team briefs/ meetings and individual 'one-to-one's. The Customer Service Improvement Team also award "Thanks badges" to staff/Teams that have received positive feedback or have gone above and beyond.

The chart below highlights the positive feedback against the number of complaints received for each directorate.



In addition the following Teams received positive feedback and no complaints:

- Licensing Team 3 positive feedback comments
- Communications Team 1 positive feedback comment
- Democratic & Electoral 1 positive feedback comment

Here are some examples of positive feedback received:

ASB Team

“Right from the first call from ■■■ I couldn't believe how pro-active his service was. I was expecting the process to be long winded & drawn out but it was the opposite. ■■■ has really changed my perception of the council”

Planning

“Overall service was good, mainly due to ■■■ Out of all the councils I work with all over the country he has been the best I have come across for working together with me. He kept me up to date as well. It was refreshing as well that your council did not blame Covid for anything because that excuse can't be made any more, but plenty still make it. Yes ■■■ was working remotely but that didn't affect his service.”

Waste Team

“Bin men are so friendly, nice and always so helpful, they have been great throughout these tough times, well done”

Customer Services

“Great experience on being a new resident in the area. First call to the council after purchasing new home and moving into the area, blown away. Above and beyond. Thank you”

Selective Licensing

“■■■ was a walking encyclopaedia and very caring. He has been there every step of the way. He was sensitive to my needs and my children's needs. Always prompt when I asked for a call back. He was like an angel and worked over and above his job description”

Housing Options

“Outstanding service. I have anxiety but they were understanding and very sensitive to my family's needs”

