

Q4

Children and Young People Statutory Customer Feedback

CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 1: Quarter 4 (January – March 2017)

Formal Complaints Received

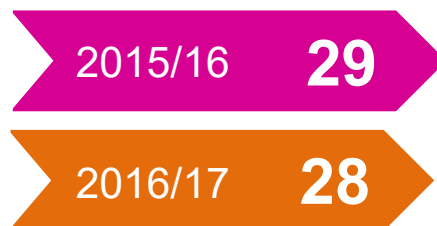


*This represents an
increase compared
to Q3*

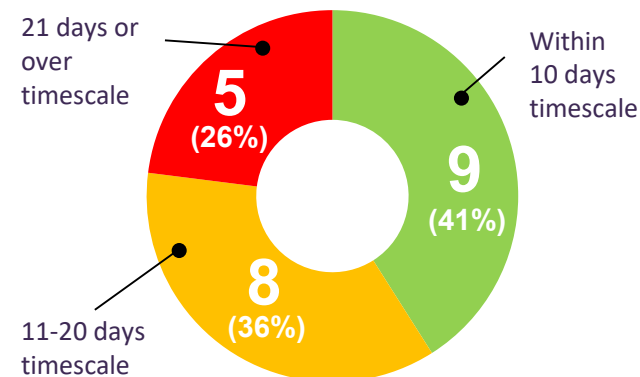


2
(8%)

Stage 1 Complaints Comparison For Quarter 4



Response Timescales



Average Complaint Response Time

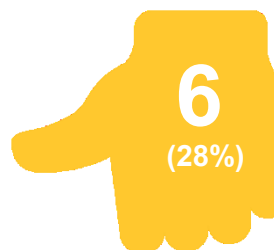


Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Partially At Fault



Complaints Where The Council Is Not At Fault

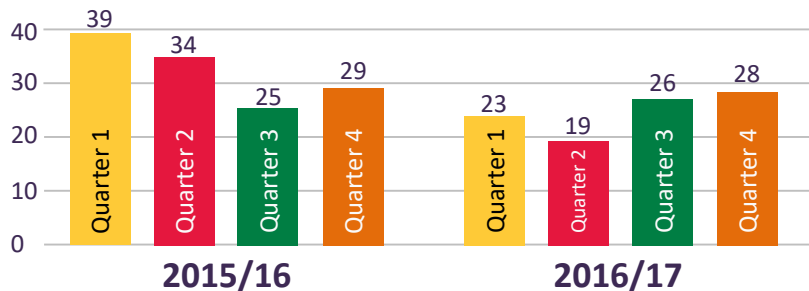


Q4

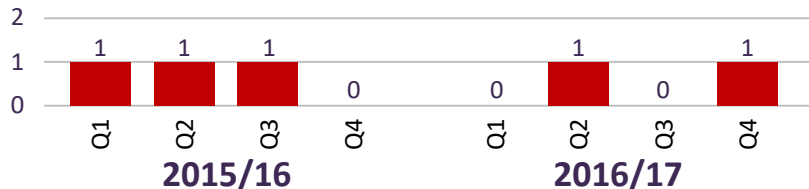
Children and Young People Statutory Customer Feedback

Appendix 1: Quarter 4 (January – March 2017)

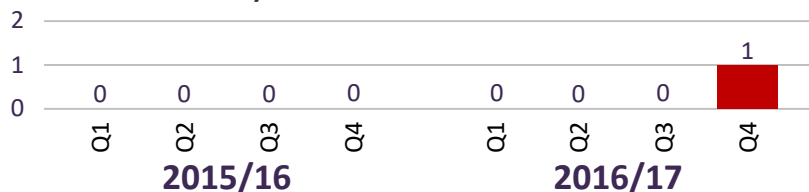
Stage 1 Complaints Comparison Breakdown by Quarter



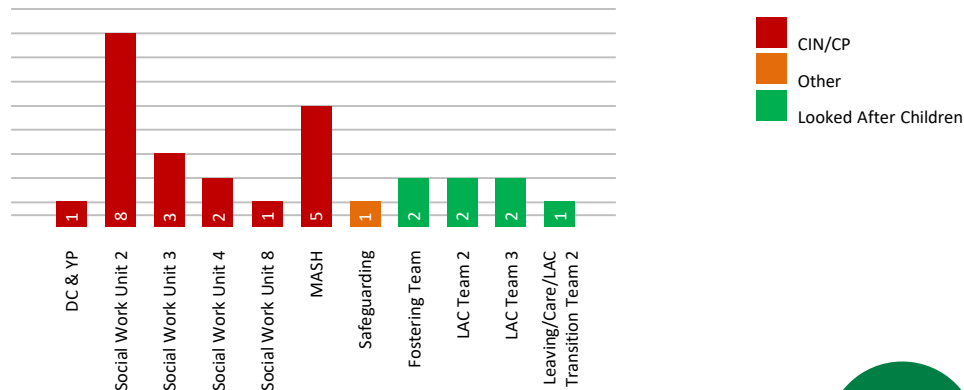
Stage 2 Complaints Comparison Breakdown by Quarter



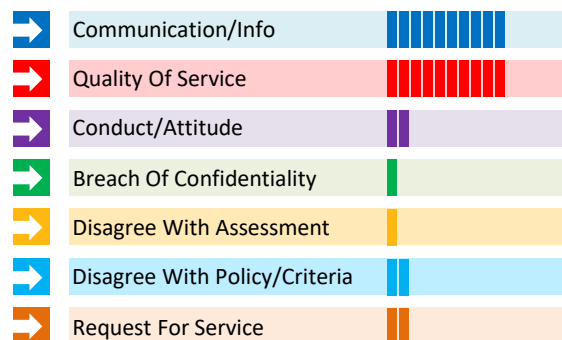
Stage 3 Complaints Comparison Breakdown by Quarter



Stage 1 Complaints Received Breakdown by Quarter



Stage 1 Complaints Received Breakdown by Category



47
Compliments

9
Informal
Complaints

Q4

Adult Social Care and Public Health Statutory Customer Feedback

CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 2: Quarter 4 (January – March 2017)

Formal Complaints Received

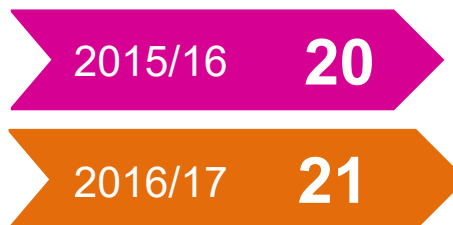


*This represents a
decrease compared
to Q3*

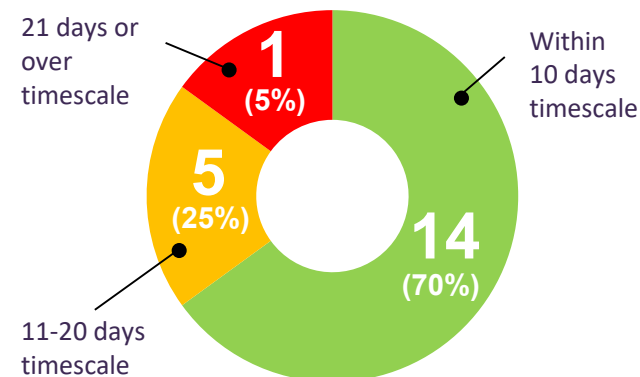


5
(19%)

Stage 1 Complaints Comparison For Quarter 4



Response Timescales



Average Complaint Response Time

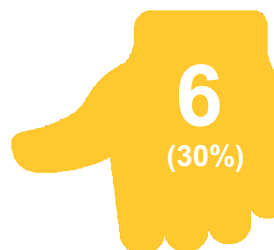


Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Partially At Fault



Complaints Where The Council Is Not At Fault

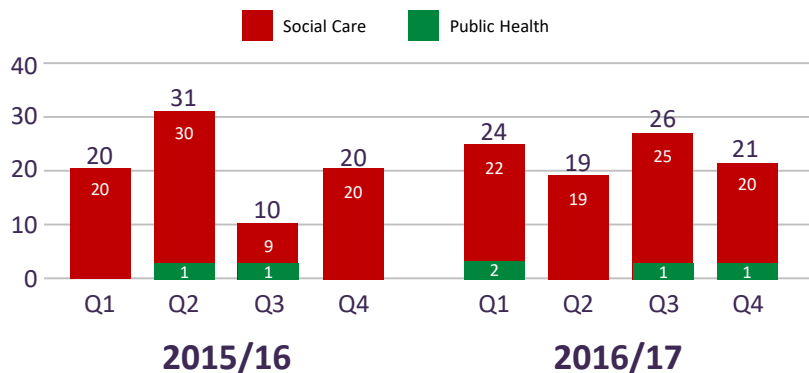


Q4

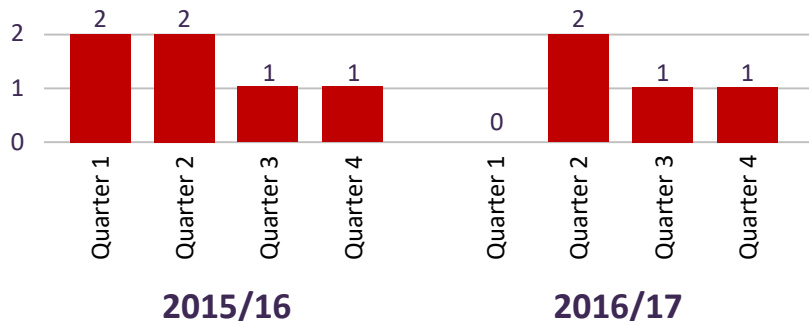
Adult Social Care and Public Health Statutory Customer Feedback

Appendix 2: Quarter 4 (January – March 2017)

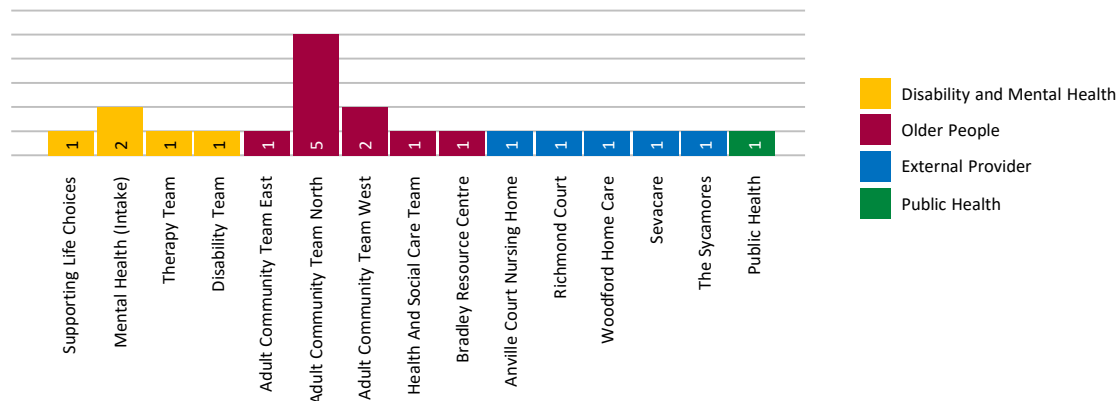
Stage 1 Complaints Comparison Breakdown by Quarter



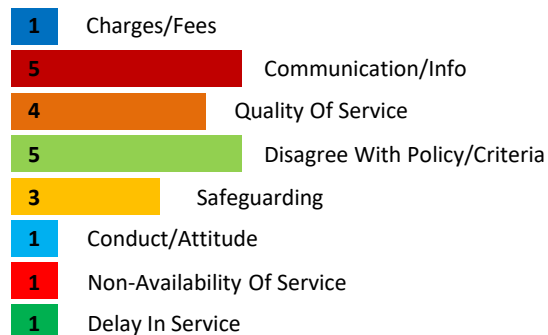
LGO Enquiries Or Investigations Breakdown by Quarter



Stage 1 Complaints Received Breakdown by Service Area



Stage 1 Complaints Received Breakdown by Category



34

Compliments

7

Informal
Complaints

People Directorate

Customer Feedback – Organisational Learning

Appendix 3: Quarter 4 (January – March 2017)

Learning from Customer Feedback is an increasingly important part of the Authority's philosophy. Managers responding to complaints are encouraged to identify any shortcomings within the service. In a service striving for excellence there is no room for complacency and where there is an open culture of reflective learning, complaints can at best be used in the design, delivery and improvement of services, as well as highlighting concerns for the safety and welfare of adults; children, young people and families. Below are brief descriptions of learning from complaints this quarter.

ASC

Family are disputing financial charges because they advise they were led to believe that they would only need to make a nominal contribution.

Learning: A letter has been devised which workers can give to citizens and families which clearly state that any services provided by Social Care will be subject to means testing. Workers will ensure citizens with whom they are working with have already had a financial assessment.

CYP

Complaint in relation to the number of social workers the children have had in the past two and half years.

Learning: Unit managers need to have better oversight of children that have experienced multiple changes to the primary worker. Handover/goodbye visits need to be undertaken at all times when there is a change of worker.

ASC

Concern raised at the lack of contact with the social worker.

Learning: There is a need to improve communication, and a need to understand the process of CHC assessments. Staff have also been reminded to discuss with family any concerns and any documentation that may need to be shared.

CYP

Lack of communication from the social worker.

Learning: There needs to be a greater focus on participation of parents in planning for LAC children. There is already a working group in process to progress this. Unit managers also need to more closely monitor that parents have been informed in a timely manner re: changes in their children's care plans.

CYP

A member of a team breached confidentiality.

Learning: Member of staff who was involved has been spoken to and informed that they must always confirm that information can be shared and obtain consent where necessary.

CYP

One team provided wrong information to another team regarding an incident which took place.

Learning: Staff to be reminded of the importance of recording information received from complainants correctly to avoid a recurrence. As a result of this matter referral systems have been reviewed and staff have been provided with advice and further training in processing referral information.

ASC

Complaint around some inaccuracies within the Team's letter.

Learning: Staff reminded that when writing letters they should identify themselves as approved workers which gives them authority to act in all future correspondence. In addition, staff have also been reminded of the need for sensitivity towards family members/carers who are in stressful situations and who find it difficult to navigate the complex health and social care system.

ASC

Issues raised in relation to family member being moved to alternative accommodation without Next of Kin being informed.

Learning: The need to review practices in relation to recording decisions made by the individual about who they want involved in the intervention. Also, avoid situations where actions are [unduly] influenced by previous Worker's recordings and providers; re-iterated the importance to check it out before proceeding with the intervention; discussion with the relevant team manager about aspects of improvements needed in practice/development/supervision.

CYP

Young person was due to be picked up from school and taken to respite for her weekend stay. However, transport had not been organised and a delay incurred.

Learning: Whilst on this occasion the complaint arose from a worker's error; transport to and from short breaks is an ongoing issue. When transport has been arranged correctly it is being cancelled at very short notice by the transport provider, escort or volunteer drivers. This has been raised with senior management and a more reliable and robust system is required which is currently being explored.

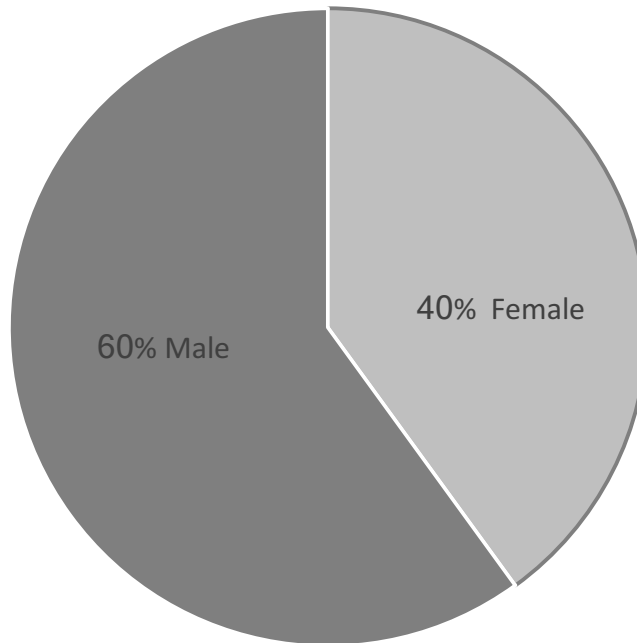
ASC

Complaint in relation to the referral not being dealt with in a timely manner.

Learning: A spreadsheet has been developed for all cases waiting to be allocated. This tool will ensure that deadlines are not missed, and also will help to prioritise cases and check dates when an initial referral is made to the Team. A transfer protocol tool has also been devised which will be used by both social workers and managers when transferring cases from one Team to another Team.

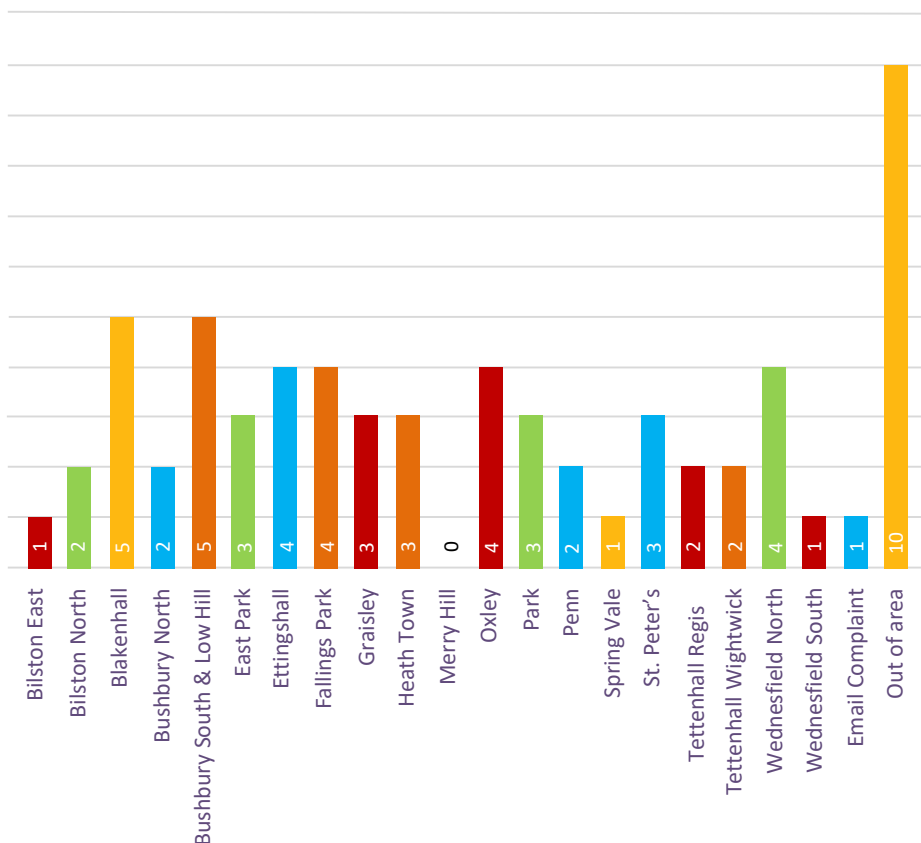
Appendix 4

Equalities data for Corporate Stage 1 Complaints – January to March 2017

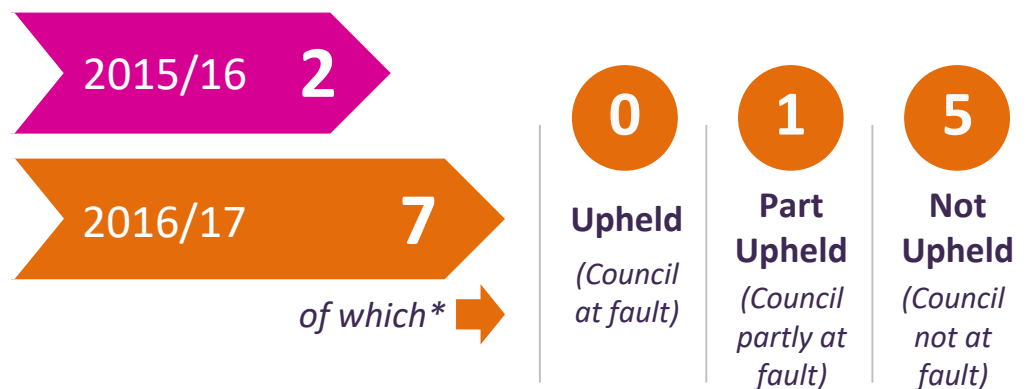


Appendix 5: Quarter 4 (January – March 2017)

Complaints Received by Ward

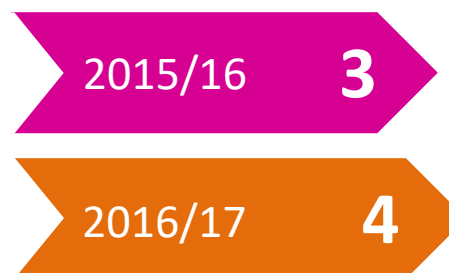


Stage 2 Complaints Comparison for Quarter 4



*One case still currently under investigation

LGO/Housing Ombudsman Enquiries for Quarter 4



Figures increased for 2016/17 Q4 compared to 2015/16 Q4 – Customer Feedback team has also received 12 initial LGO/HO assessment enquiries for Q4.

Q4

Stage 1

Corporate Customer Feedback

CITY OF
WOLVERHAMPTON
COUNCIL

Appendix 6: Quarter 4 (January – March 2017)

Complaints Received



Complaints where the Council is at fault (*upheld*)



Issues have been identified from 15 upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints where the Council is not at fault



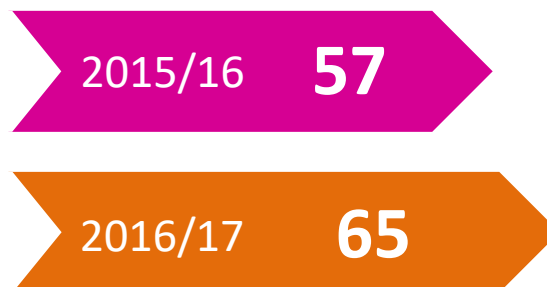
Response Timescales



Average Complaint Response Time



Stage 1 Complaints Comparison for Quarter 4



Complaints Increased by



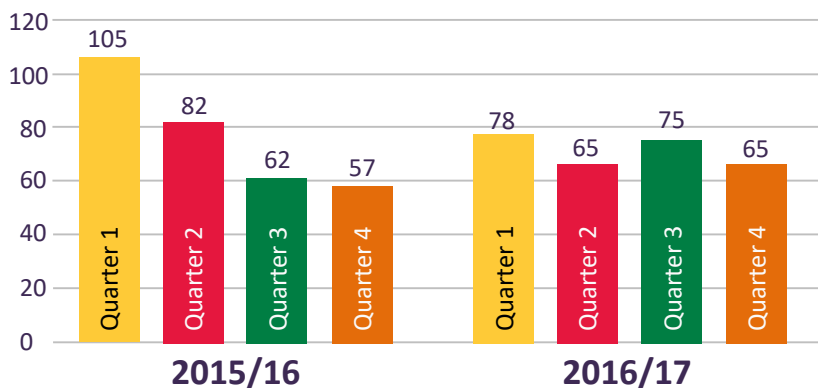
Increase of 8 complaints compared to 2015/16

Q4

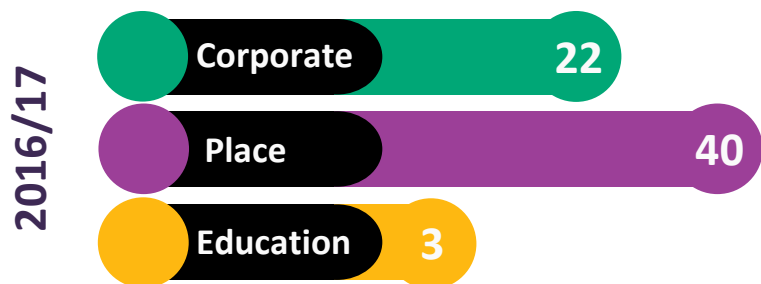
Stage 1 Corporate Customer Feedback

Appendix 6: Quarter 4 (January – March 2017)

Stage 1 Complaints Comparison Breakdown by Quarter

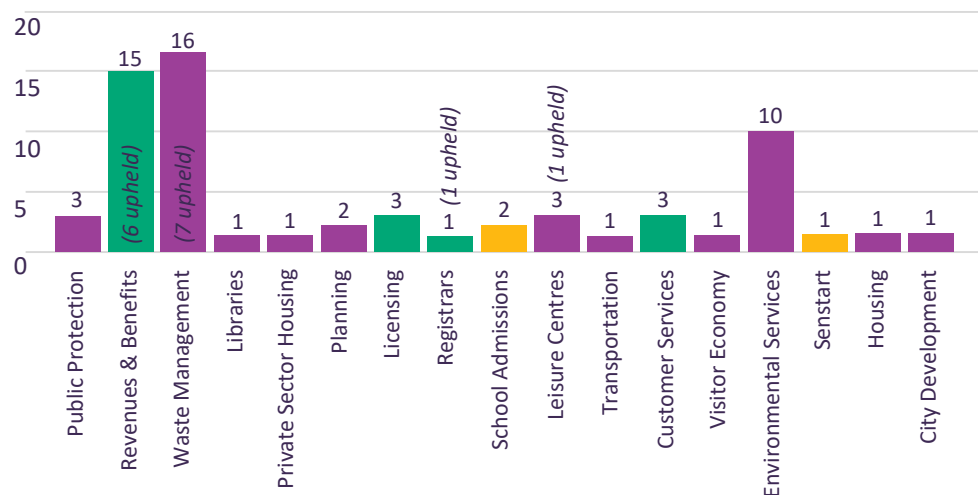


Stage 1 Complaints Breakdown by Directorate



Stage 1 Complaints Received Breakdown by Service Area

Complaints were not upheld unless otherwise indicated.



Compliments Received

103

Appendix 7
Complaint Ward Equalities Data – Stage 1 Corporate Complaints
Quarter 4 – January to March 2017

<u>Key</u>
G=Gender
E=Ethnicity
D=Disability
A=Age

Ward	Number of complaints received	Complaint upheld	Equalities Data	Nature of complaint
Bilston East	1	Yes	G= M E= British D= No A=	Complaint regarding service received from refuse collection
Bilston North	2	Yes	G= F E= White/British D= No A=	Complaint regarding non collection of bulky waste items on scheduled date
		No	G=M E= D= A=	Complaint regarding trees located outside property
Blakenhall	5	No	G= F E= D=No A=	Complaint regarding charges incurred for CT being overdue
		No	G= F E=Asian/Indian D=No A=	Complaint regarding refuse collection
		Yes	G= M E= D= A=	Complaint in relation to his Debt Relief Order not being processed
		No	G= M E= D= A=	Complaint regarding increase in council tax rates and council tax payments

		No	G= M E= D= A=	Complaint regarding officer conduct for planning officer
Bushbury North	2	No	G= F E= D= A=	Complaint regarding tree encroachment
		No	G= M E= D= A=	Complaint regarding encroachment of oak trees
Bushbury South and Low Hill	5	Yes	G= F E=Black/Caribbean D=No A=25-44	Complaint regarding refuse bins being presented
		No	G= F E= D= A=	Complaint regarding officer conduct of enforcement officer
		No	G= M E= D= A=45-PA	Complaint regarding council tax payments
		No	G= M E= White/British D=No A=25-44	Complaint regarding non collection of bin due to being blown over in severe weather
		Yes	G= F E= D= A=	Complaint regarding council tax rebate
East Park	3	No	G= F E= D= A=75+	Complaint regarding refuse policy
		No	G= F E= D= A=	Complaint regarding lack of maintenance of trees and shrubs and damage to fences
		Yes	G= F E= D= A=	Complaint regarding lack of response from CT and liability order

Ettingshall	4	No	G= F E= D= A=	Complaint regarding lack of response from school admissions team
		Yes	G= M E= D= A=	Complaint regarding unpaid council tax
		No	G= M E=Asian/Indian D=No A=25-44	Complaint regarding processes and procedures for regeneration team
		No	G= M E= D= A=	Complaint regarding Community Centre Hub
Fallings Park	4	No	G= M E=White/British D=No A=25-44	Complaint regarding recycling bin not being emptied on two occasions
		No	G= M E= D= A=	Complaint regarding pruning of trees
		No	G= M E=White/British D=Yes A=45-PA	Complaint regarding waste policy for green bin
		No	G= M E= D= A=	Complaint regarding debris over grave
Graiseley	3	No	G= M E= D= A=	Complaint regarding steam room breaking down on a regular basis
		No	G= M E=White/British D=Yes A=45-PA	Complaint regarding HB claim being terminated
		No	G= M E= D= A=	Complaint regarding process and procedures in homeless team

Heath Town	3	Yes	G= F E= D= A=	Complaint regarding non collection of xmas tree
		No	G= M E= D= A=	Complaint regarding advice provided in relation to road markings
		No	G= M E= D= A=	Complaint regarding delays in response from Licensing
Merry Hill	0			
Oxley	4	Yes	G= F E= D= A=	Complaint regarding officer conduct and blocked toilets
		Yes	G= M E= D= A=	Complaint regarding refuse collection and lack of response
		No	G= M E= D= A=	Complaint regarding mishandling of claim for HB
		No	G= M E= D= A=	Complaint regarding emptying of recycling bins due to contamination
Park	3	Yes	G= F E=White/British D=No A=45-PA	Complaint regarding failure emptying of wheelie bins on numerous occasions
		No	G= M E= D= A=	Complaint regarding outcome of affordable warmth grant

		No	G= M E=Asian/Pakistani D=No A=25-44	Complaint regarding call wait times for CT
Penn	2	No	G= F E= D= A=	Complaint regarding service received
		Yes	G= F E= D= A=	Complaint regarding bin contamination in recycling bin and officer conduct
Spring Vale	1	No	G= F E= White/British D=No A=45-PA	Complaint regarding refuse policy and location of refuse site
St Peter's	3	Yes	G= F E= D= A=	Complaint regarding officer conduct of benefits assessor
		Yes	G= M E= D= A=	Complaint in relation to business rates
		No	G= M E= D= A=	Complaint regarding application for HB
Tettenhall Regis	2	No	G= F E= D= A=	Complaint regarding the conduct and attitude of the member of staff, and also not addressing her concerns
		Yes	G= M E= D= A=	Complaint regarding registrars staff conduct and attitude
Tettenhall Wightwick	2	No	G= F E= D= A=	Complaint regarding bin contamination and lack of clarity regarding refuse items

		No	G= F E= White/British D=No A=45-PA	Complaint regarding cemetery closing early
Wednesfield North	4	No	G= F E= D= A=	Complaint regarding housing benefit providing conflicting advice
		No	G= F E= D= A=	Complaint regarding HB claim
		No	G= M E=White/British D=No A=45-PA	Complaint regarding conditions at recreational site
		No	G= M E= D= A=	Complaint regarding delays with responding to fly tipping enquiry - ownership of land
Wednesfield South	1	No	G= M E= D= A=	Complaint regarding refuse collection and costs incurred re: own disposal of rubbish
Email Complaint	1	No	G= F E= D= A=	Complaint regarding conduct of officer for council tax enquiry
Outside Area	10	No	G= M E= D= A=	Complaint in relation to service received by Parking Services
		No	G= M E= D= A=	Complaint regarding officer conduct and incident at leisure centre
		No	G= F E= D= A=	Complaint regarding parking at Civic Centre

		No	G= F E= D= A=	Complaint regarding council tax payments by tenants/landlord
		No	G= M E= D= A=	Complaint regarding school admissions team
		No	G= M E= D= A=	Complaint regarding delays in payment of invoice
		No	G= M E= D= A=	Complaint in relation to delays in responding
		No	G=M E= D= A=	Complaint regarding processes and procedures for enforcement team
		No	G= M E= D= A=	Complaint regarding parking officer's conduct
		No	G= M E= D= A=	Complaint regarding lack of response/delays in responding
Total	65	15		

Appendix 8

Compliment Data for April 2016 to March 2017

Quarter 4 – Compliment Data

Directorate/Team	Nature of Compliment
People	
Adult Social Care	
Adult Community Team East	Without the support of the social workers looking after my husband would be nigh impossible. I cannot stress enough just how wonderful their support and advice has been. Nothing seems too much trouble for them and I have found I can rely on them utterly when needed.
Bradley Resource Centre	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
	Staff informed of compliment
Disabilities Team (Neville Garrett Centre)	I would like to thank and compliment IF and BP on a very interesting and informative presentation when they visited the Centre. Most of our members, and some of our volunteers, have sight and/or hearing problems and they were all very impressed and grateful for the demonstration of the various aids and the advice given. This is a very valuable service and it was presented in a sensitive and personal way.
Ernest Bold	Many, many thanks for taking care of my son and bringing him home. It has been a difficult end to the year here, so you helping us by caring for our son and understanding the situation has been a great help.
HARP	Good service with good help.
	I was very lucky to have very kind and understanding ladies to deal with me.
	All the staff were very polite and caring and because of that I was soon able to be more independent. Within two weeks I had had my bathroom converted into a walk in shower and raised toilet which made it much better for me to keep myself clean. I can't praise these carers highly enough - they do a grand job. Thank you for allowing me to use this service, it

	has been invaluable.
	I have been very pleased with the Harp Team and they have been helpful and of a pleasant disposition. I wish to thank them for reassuring me over some items. Thank you all so much.
	Pleased with all staff and service received.
	The carers that came to our home were very good at their job and very helpful. I was pleased that they were there to help me to get better.
Health and Social Care	Verbal compliment and chocolate given to Social Worker following an assessment in the home.
	Compliment received via email to Social Worker; thanking her for all her hard work and pursuing all channels.
	Card and small gift received from daughter thanking for all the help Social Worker had given. She also sent a letter to SM praising the Social Worker.
	Mr S... wanted to thank all staff for their loving and professional attitude, but also to thank the social worker for her help and comprehensive assessment report.
	Daughter came to reception window and passed on praises to social worker saying she had done a fantastic job and had gone above and beyond in the help she has given her and her family.
	Thank you card sent to social worker to thank her for the support and life line given to her mom.
	Thank you card received to social worker thanking her for her support, help and patience. It was hugely appreciated.
	Thank you card and flowers sent to Social Worker thanking her for all the support she gave the family when transferring their mum into care home. Words on card "It's nice to know we have caring professional people like you working in social services. You are our Guardian Angel".
	Thank you card received from family to social worker for getting D's flat fit for her and getting her into respite care.
	Flowers given to BJ from family thanking her for all the support she had given them.
Mental Health Outreach Team	Complimented both Outreach Team and Social Worker on the way in which her cousin was supported to move into alternative accommodation from a Nursing Home.
	Email sent to staff member to thank her for her support and acknowledgement.

	Email sent to thank staff for the positivity and support received.
Support Plus	Verbal compliment received on the care and support received via staff at A41.
Therapy Service	An outstanding service has been received by the Community Occupational Therapists and Independent Living Service.
Children and Young People	
Adoption Team	A big thank you for all your hard work and support. We wanted to let you know how grateful we are to be chosen to be parents to R...
	Very pleased with LJB. Told SW verbally to pass on compliments.
	Very pleased with LJB.
	Very pleased with LJB.
	Very pleased with LJB.
	Very pleased with LJB.
	Very pleased with LJB.
	Emailled thanking D... for all his hard work.
	Sent a card thanking her for all her hard work.
	Compliment for social worker about his support through adoption and help with sorting out Nursery place.
	Social Care worker spoke to LB and she spoke highly of the support received from him
	Email to say how pleased they are with the support from the social worker during the adoption process.
COPE	JM, Foster Carer for CR, wanted to thank and show how much she appreciated the help AF gave in getting CG for secondary school after they had put a requires improvement school down initially. Both Foster Carer and young person were extremely happy with the allocated school and AF's support in securing it.
Early Help (0-18yrs)	On behalf of the Head Teacher, I would like to thank one of your members of staff. Yesterday, we had a particularly difficult situation arise at school which resulted in the police attending. Luckily, before relevant parents could arrive at school, we were informed about the potentially volatile situation and this allowed us to be prepared. The member of staff has been working closely with the family and quickly arrived at school to support us with the situation. Her contribution was invaluable and she handled the parents with total professionalism. The school was placed in a difficult situation, but with her advice we were able to resolve it quickly. The Head Teacher is

	very grateful. We are looking forward to working with her a lot more in the future. She is an asset to the role.
LAC	I undertook a visit to DJ yesterday, he has S... and SG in placement and the social worker joined about an hour into my visit that I was undertaking on duty. It was evident that she has a really positive relationship with the children and they interacted so well with each other - and the girls were really pleased to see her. It was just so refreshing to see.
	There has been a significant improvement in the reports and Pathway plans to reviews. I have been really impressed with the quality of plans and attention to detail. Reports have been received in advance of reviews and the authorisation comments have been specific to each young person.
LAC Team 1	In reading the panel members feedback forms over the year, FD's name came up several times for his; 1) Knowledge of the case. 2) Work he has undertaken with the children. 3) The relationship he appears to sustain with the children and their carers. 4) His ability to present the cases to panel and his open and honest approach.
	Just a quick email to say that I visited two of M...’s children, who are a part of the CICC, and they said that they are enjoying it so far and that they thought you were really nice and helpful.
	In recognition of N...’s report and care plan to the children’s review. I want to further recognise N...’s child centred approach to her work which I observed at the review, both children told me how much they like their new social worker, praise was also given by the foster carers. N... has moved this case from 18 months of amber rags to green – she has engaged the children in direct work regarding family contact and life journey work; managed complex contact arrangements by liaising with family, two sets of foster carers and other social workers. N... completed an assessment in relation to family contact which recommended a reduction; this report was evidenced based, child focused yet sensitive to parents’ position too – this piece of work is to be commended.
	In recognition of N...’s report and care plan to C’s review - timely, relevant and child centred. C... shared with me how much she likes N... because she gets things done and listens to her. N... is skilled at communicating with children and this was evident in today’s meeting. Foster carer reported that N... has developed a great relationship with C..., further that

	they have felt supported during this review period.
	Well done WJ as I am aware you have only had the case a short while (approx. 6 months) and you have been really proactive in completing the outstanding tasks and achieving the best outcome for this child. Thanks for all your hard work. And this is a good example of progressing a child's plan in a timely manner once a case has been allocated.
LAC Team 2	At the end of the POT meeting I commended the worker for the presentation he did in relation to assessment and investigation process connected to these two children. POT meeting was in relation to one of the children being physically hurt by a person in a Position of Trust. The worker came in prepared, he knew his case well and presented his services information with confidence and was concise ie that the information was relevant and appropriate to the discussion that was taking place. The worker understood the needs of these children and showed passion and conviction in ensuring the meeting heard the children's story. In fact he did such a good job the experienced Police had little to add to the information conveyed in respect of the investigation and the risk analysis made by the worker. In my summary and concluding in the POT meeting, the worker had no difficulty in adding and expanding on points; he had no problems agreeing or disagreeing with points and added points to my risk analysis of the situation. The worker presented as someone who is enthusiastic and eager to progress matters especially for the children; It has been a long time since the meeting had seen a social worker so animated about what he does and how children/families respond to him.
	At the end of the POT meeting I commended A... for the presentation he did in relation to assessment and investigation process connected to these two children. POT meeting was in relation to one of the children being physically hurt by a person in a Position of Trust. AR came in prepared, he knew his case well and presented his service's information with confidence and was concise ie that the information was relevant and appropriate to the discussion that was taking place. AR understood the needs of these children and showed passion and conviction in ensuring the meeting heard the children's story. In fact he did such a good job the experienced Police had little to add to the information conveyed in respect of the investigation and the risk analysis made by AR. In my summary and concluding in the POT meeting -

	AR had no difficulty in adding and expanding on points; he had no problems agreeing or disagreeing with points and added points to my risk analysis of the situation. AR presented as someone who is enthusiastic and eager to progress matters especially for the children; It has been a long time since the meeting had seen a social worker so animated about what he does and how children/families respond to him. Keep up the good work and don't lose the fire in your belly in relation to the career you have chosen to pursue.
LAC Team 3	Foster mother wished to pass on her compliments in relation to the social worker who was responsive and efficient.
	During the Review, PB stated that "he and MB have received excellent support from yourself; that you always listen and make time for them and J... and will always go the extra mile to help."
	Please give excellent feedback to K... from the excellent Care Planning workshop that I attended today. This was well structured and paced to give good examples of Care Planning to guide practitioners.
	Compliment in relation to presentation at Fostering Panel in terms of linking and matching two children to their carers on a long term basis.
Leaving Care/Transitions Team 1	Just wanted to say how helpful KM was in a case I'm working on. I am the social worker for a young father who was previously looked after by Wolverhampton LA. If KM hadn't supported me to identify his history I would have, in all honesty, been struggling to find the previous history for the family. KM was really good, so wanted to let you know.
	Thanks for all your help and support. I don't know what I'd do without you sometimes.
	In recognition of LM's practice re RO. LM, your report was really good and made the running of the review very straight forward. RO has a good understanding of his plan despite his reluctance to express his views at the meeting - well done!
	Thank you so much for your help/support with JD.
	M... is a fantastic worker and I can only go on the CSE work experience with her, but the outcomes of her work is brilliant.
Safeguarding	Thank you for all you have done for me for the past 17 years. You have done such an amazing job and i cannot thank you enough. Not only have you been just my IRO, you have been the best IRO I could ever

		have. You have made my life in the care system quite good (I guess); so thank you.
Social Work Unit 4		LW has hung on to JL, for continuity, whilst being a Senior Social Work Unit Manager, with all the responsibility that entails. She's just got a Placement Order for JL under difficult circumstances. However, LW has demonstrated great courage and tenacity. I have huge admiration for the way that LW has conducted herself.
Wolverhampton Centre	Contact	Very welcoming Centre - comfortable and well stocked with toys and children.
		The staff are brilliant and give really good advice.
		Centre very friendly and welcoming. Everything in contact room amazing. Staff very helpful with my child.
		Felt very comfortable. Staff always polite and helpful.
		Centre staff very welcoming. I was made to feel at ease in a comfortable environment.
		Find Contact Centre very welcoming. Supervisor really creative and fun to have alongside the children and myself.
		PAMS Assessor working at Centre complimented us as "one of the best Contact Centres she had been in. Staff very friendly/accommodating and welcoming.
		Staff fantastic - always suggesting new things for us to do during contact.
		Card given to contact workers from carer at child's final contact "Thank you for your love and care of C... - thank you for speaking up for him".
		Found Centre staff welcoming; especially the receptionist. Feel welcome coming here. Contact Worker always suggesting brilliant ideas.
		Stated our contact worker was extremely helpful/excellent in guiding parent bathing his child for the first time - reassuring, professional and supportive.
		Found Centre's records very detailed, understandable and consistently on time. Strict professionalism - interactive nature. Prompt responses and relative information given from Centre staff.
		Centre staff always welcoming and got a smile. My supervisor has given me suggestions for activities and is also a very nice lady - always welcoming.

Appendix 8

Corporate Compliments Data – Quarter 4

January to March 2017

Place Directorate	
Team	Number
Bereavement Services	22
Parks	1
Street Cleansing	7
Arbor Team	2
Leisure Centres	10
Public Protection	2
Waste Management	7
Housing	20
Planning	17
Visitor Economy	1
Grounds Maintenance	1
Total	90
Corporate Directorate	
Finance	1
Customer Services	5
Registrars	4
Keepers	1
Cllrs	1
Total	12
Education Directorate	
Education Planning and Resources	1
Total	1