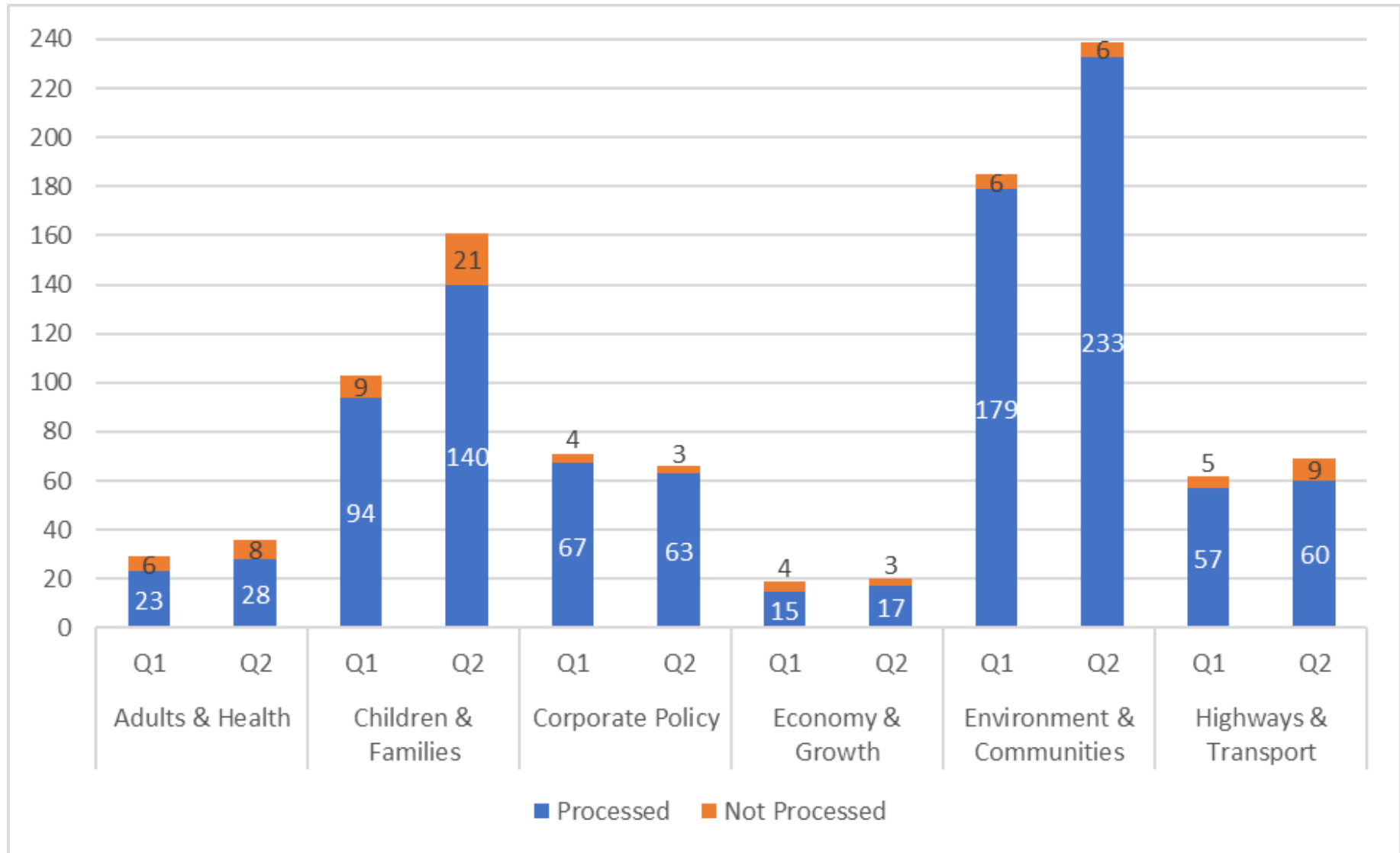
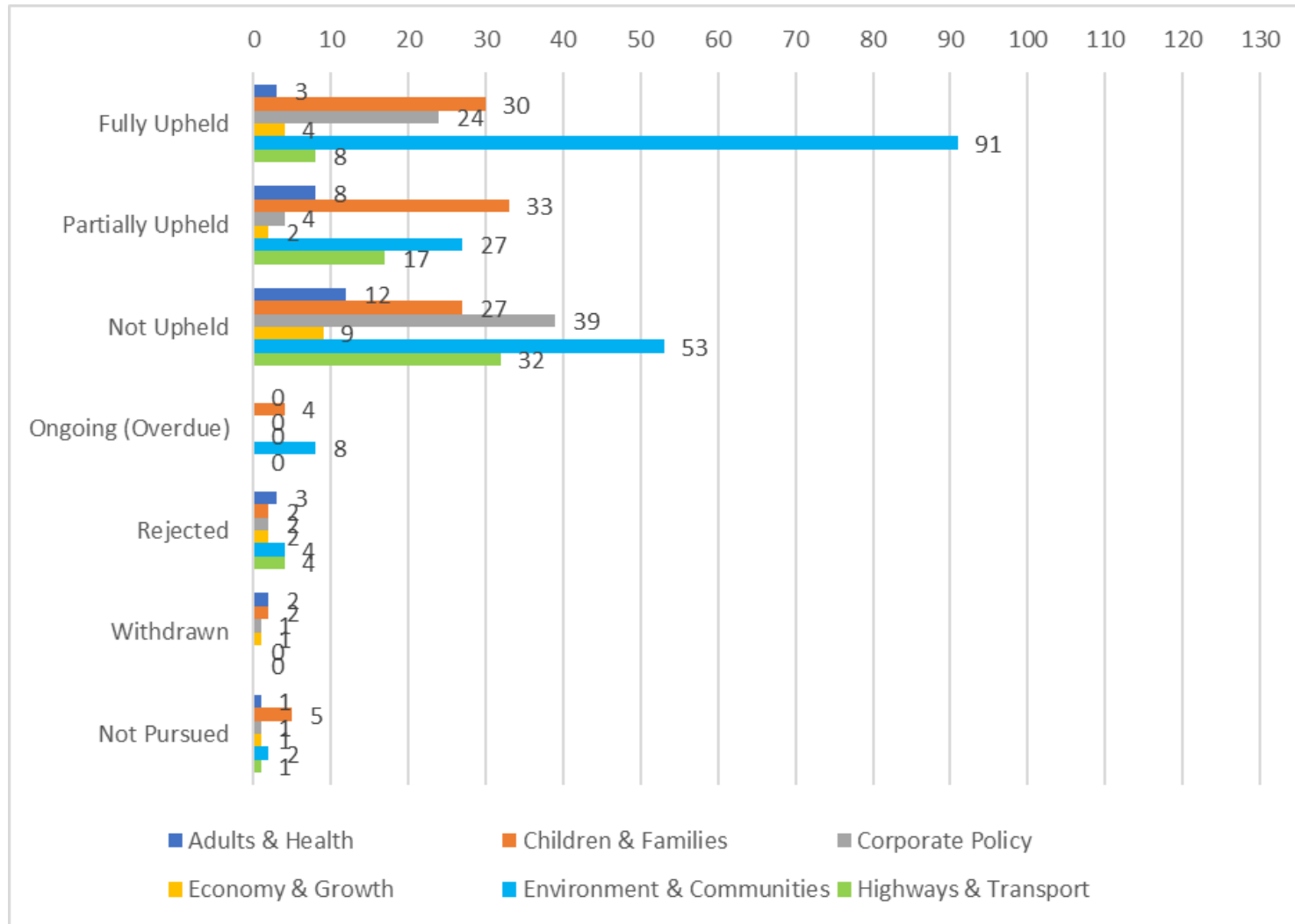


Appendix 1 - Comparison of total complaints by committee Quarter 1 & Quarter 2

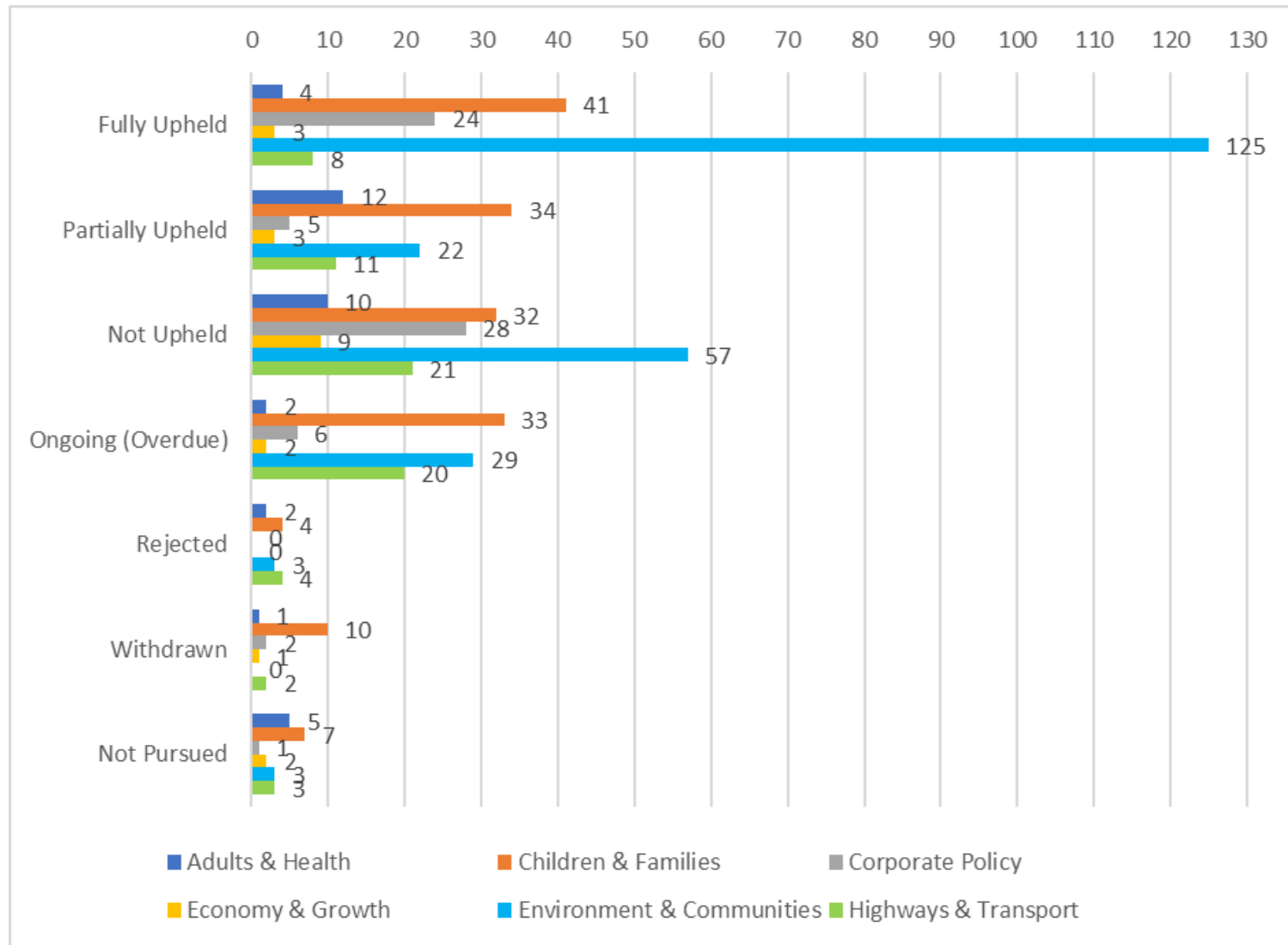


Appendix 2 - Comparison of complaint outcomes by committee Quarter 1 & Quarter 2

Quarter 1

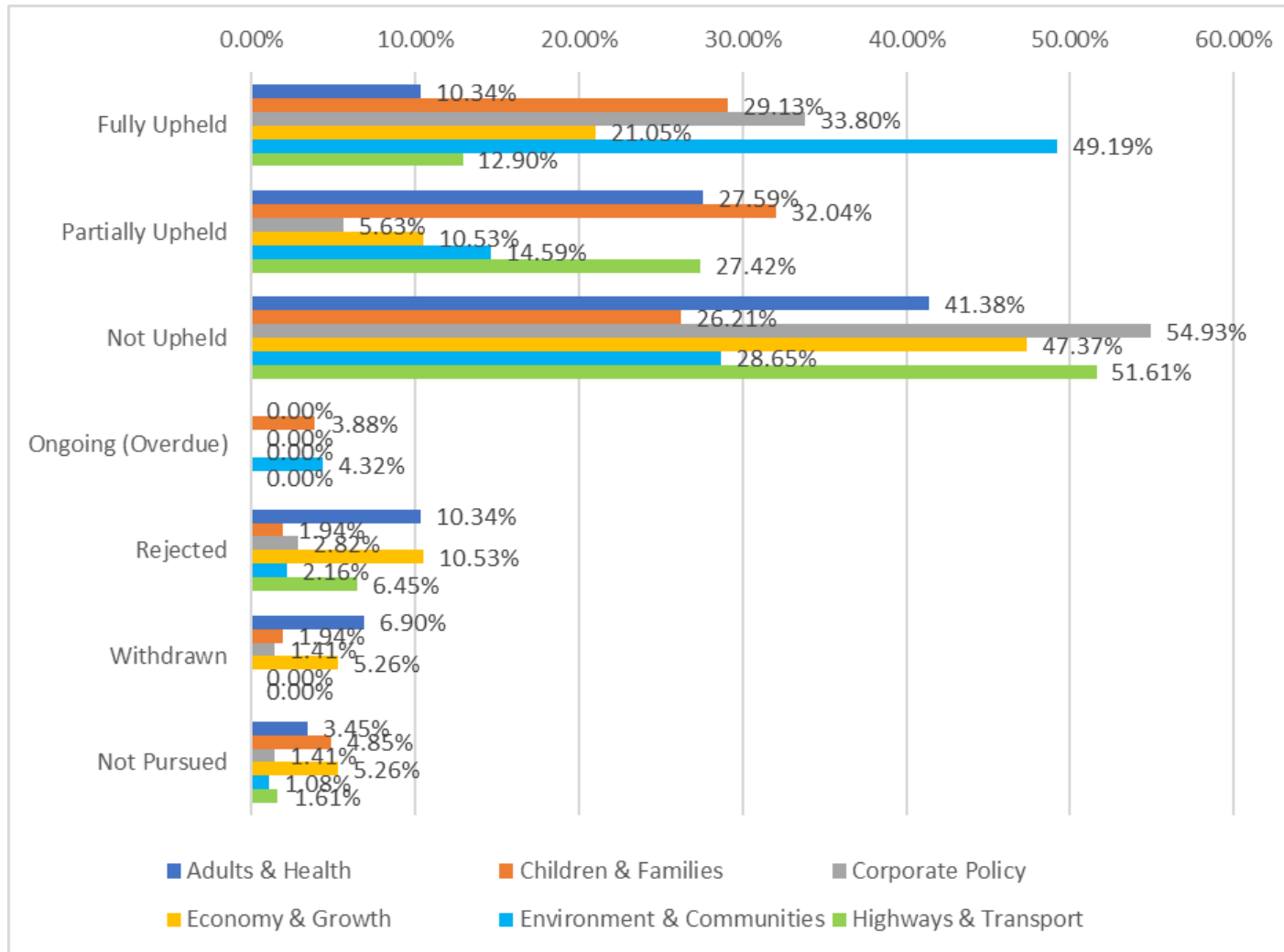


Quarter 2

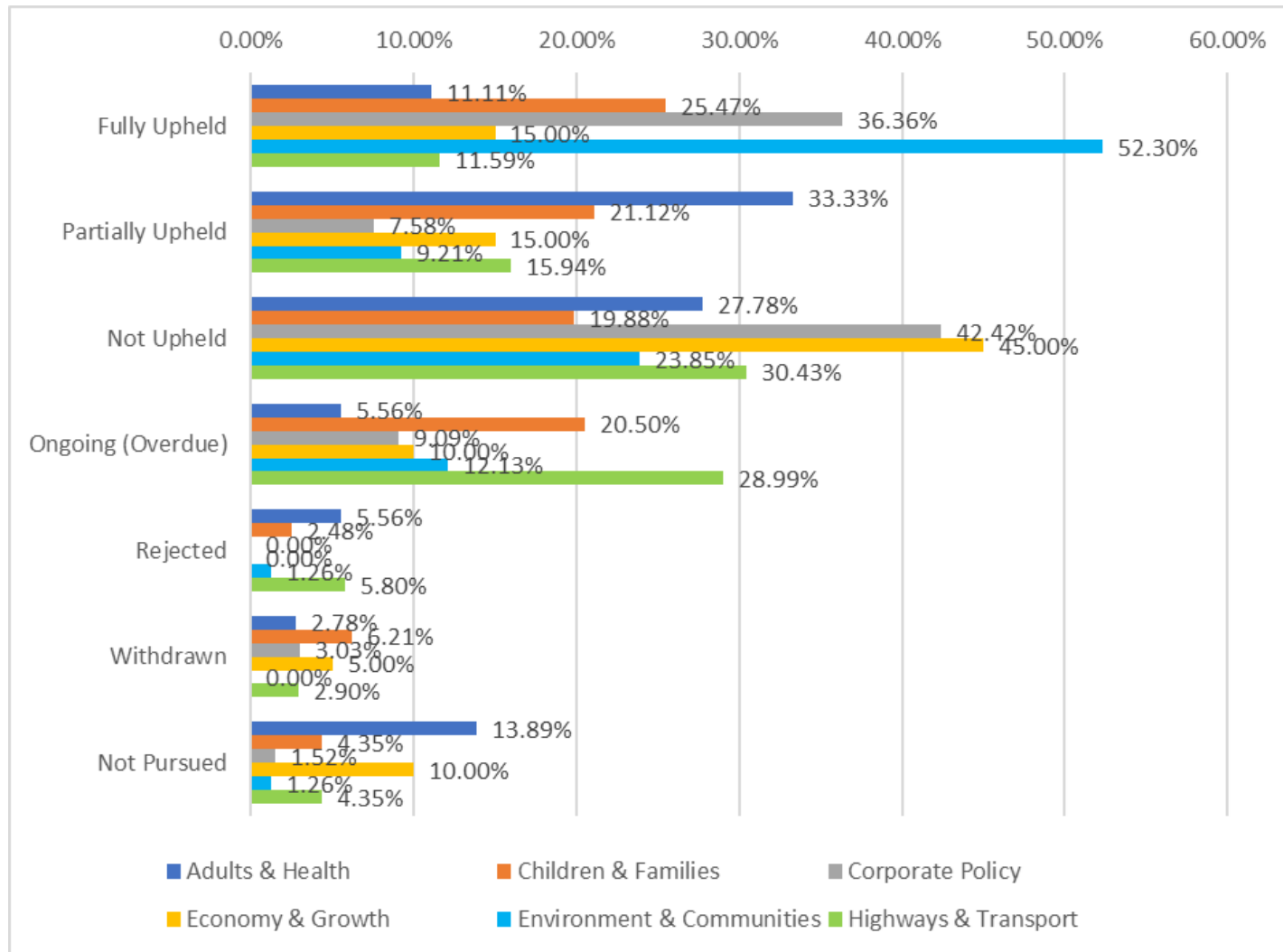


Appendix 3 - Comparison of complaint outcome distribution by committee Quarter 1 & Quarter 2

Quarter 1



Quarter 2



Appendix 4 - Processed complaint outcomes by committee, per complaint stage

Stage 1

Committee	Upheld	Partly Upheld	Not Upheld	Ongoing
Adults and Health	7	20	19	2
Children and Families	67	56	55	26
Corporate Policy	45	8	62	6
Economy and Growth	7	5	18	1
Environment and Communities	213	45	88	35
Highways and Transport	14	27	50	18

Stage 2

Committee	Upheld	Partly Upheld	Not Upheld	Ongoing
Adults and Health	0	0	3	0
Children and Families	4	10	4	11
Corporate Policy	3	1	5	0
Economy and Growth	0	0	0	1
Environment and Communities	3	4	22	2
Highways and Transport	2	1	3	2

Stage 3

Committee	Upheld	Partly Upheld	Not Upheld	Ongoing
Children and Families	0	1	0	0

Appendix 5 - Complaint response timeframe performance April – September by committee (static)

Committee	Processed Complaints	Ongoing	On Time	Overdue	% On Time
Adults and Health	51	2	29	20	57%
Children and Families	234	37	55	142	24%
Corporate Policy	130	6	98	26	75%
Economy and Growth	32	2	23	7	72%
Environment and Communities	412	37	244	131	59%
Highways and Transport	117	20	65	32	56%

Appendix 6 - Complaint response timeframe performance April – September by committee (non-static)

Committee	Processed Complaints	Ongoing	On Time	Overdue	% On Time
Adults and Health	51	2	44	5	86%
Children and Families	234	37	138	59	59%
Corporate Policy	130	6	114	10	88%
Economy and Growth	32	2	24	6	75%
Environment and Communities	412	37	322	53	78%
Highways and Transport	117	20	77	20	66%

Appendix 7 - Compliments received April – September by committee

Committee	Total Compliments
Adults and Health	120
Children and Families	112
Corporate Policy	84
Economy and Growth	2
Environment and Communities	60
Highways and Transport	12

Appendix 8 - Contact volumes April – September by committee

Committee	Total Telephone Contacts	Complaints and Compliments
Adults and Health	22,506	185
Children and Families	28,501	376
Corporate Policy	62,548	221
Economy and Growth	40,777	41
Environment and Communities	26,702	484
Highways and Transport	11,327	143

Appendix 9 - Examples of compliments received, by committee

Adults & Health

- *I just want to thank you so much for everything you helped me with, I am forever grateful.*
- *I would just like to express the hard work and so much kindness and hard work X carried out with my late brother who was found dead on Monday. She is a credit to you and deserves some recognition for all her hard work. She told me of my brother's death on the phone, so I didn't have to hear it from the police.*
- *I am very pleased with the help my mum has received off the reablement team. They are very friendly and kind. The only comment I would say is that a space for notes beside the signing sheet would be a good idea. Thanks.*

Children & Families

- *I just wanted to say you have been amazing for our family, I really don't know what I would have done without you. Your support has been invaluable, the children have accepted you and have felt comfortable to share their worries and dreams.*
- *I'd just like to share with you how seriously grateful I am to you and your team for sorting X out with the placement at Emerge! He's coming on so well after just 3 short weeks! Thank you for the work you did to get him into this school!*
- *Compliment for X -feedback from a father passed on by the independent reviewing officer about the work that social worker X is doing with a family. I was struck by the comment...'I have met X a few times, I like her and can talk to her' - demonstrating that building trusting relationships is at the core of most of what we do, and these relational skills are what really makes a difference. Many thanks.*

Corporate Policy

- *You cannot imagine my relief at receiving your e-mail dated 5 July 2023. It brought tears to my eyes. I can now retire without that problem hanging over me. Your analysis, action and speedy resolution were most impressive.*
- *I spoke to X who was incredibly helpful and patient with my enquiry. He is an excellent asset to the Council, and I hope he continues being as helpful as I found him.*
- *As a business rates customer, I'd like to give a special mention to X, who whenever I have any issues across our accounts with Cheshire East is always able to provide a good and efficient solution and responds extremely promptly, demonstrated again this morning. Perfect customer service!*

Economy and Growth

- *Impressed by the service I received from Tourist Information in Nantwich. Both on the phone and in person. Similarly, PROW were prompt and helpful.*
- *Just to say that we had a lovely couple of days walking the Gritstone trail - the footpaths were well maintained, and it was really well signposted. Thanks!*

Environment & Communities

- *The bin collectors came into the development and collected all the bins - so wanted to say a big thank you to them - they were so lovely and a credit to your team - Thank you.*
- *So pleased that the groundsmen have been kept on at this park - they do a fantastic job! The floral displays are always stunning.*
- *I just wanted to say a big thank you for your team's time today. Public bodies and specifically planning departments often receive a lot of bad press however my little enquiry could not have been dealt with more professionally.*

Highways & Transport

- *Just to say that we bumped into X parking warden X and he helped answer some questions we had around the permit bays. He was really informative and helpful and really just wanted to feedback that it was nice to see such a positive representation.*
- *Just wanted to say a huge thank you on how quickly you repaired the carriageway on a500 this week...I reported it by e mail last week....so impressed.*
- *We used the flexi link bus service for the first time yesterday and want to say how helpful and how nice Kevin the driver was. He was brilliant with everyone.*

Appendix 10 - Outcome of complaints to the LGSCO by committee

Committee	Total number of final decisions	Outcomes of final decisions				Total Compensation Awarded
		Rejected	No Fault	Fault but no Injustice	Fault with Injustice	
Adults & Health	7	5	0	0	2	£500
Children & Families	8	5	1	0	2	£150
Corporate Policy	5	3	1	1	0	£0
Economy & Growth	0	0	0	0	0	£0
Environment & Communities	13	11	1	0	1	£400
Highways & Transport	6	4	0	1	1	£0

Appendix 11 - Summary of Recommended Actions from Ombudsman Decision Notices where Fault was found (as per Appendix 10)

Adults and Health Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
<p>Social Care Business Support and Finance</p>	<p>The Ombudsman's final decision – 3 April 2023</p> <p>Summary: Mrs L complained about the way the Council handled her mother, Mrs X's direct payments. Mrs L said the Council was misleading and confusing in its communication and demanded payment Mrs X did not owe.</p> <p>The Council failed to provide clear and transparent financial information, incorrectly calculated Mrs X's account three times and delayed in pursuing the debt for 20 months.</p> <p>The Council will write off Mrs X's outstanding charges and pay Mrs X and Mrs L £200 each to recognise the frustration and uncertainty this caused.</p>	<p>Within one month the Council agreed to:</p> <ul style="list-style-type: none"> • Write to Mrs X and Mrs L and apologise for the confusion, frustration and uncertainty caused to them and pay them £200 each to recognise the same; and • Cancel the outstanding invoice against Mrs X's account. <p>Within three months the Council agreed to remind relevant staff:</p> <ul style="list-style-type: none"> • Where discrepancies arise in audits to ensure the reasons for this are clearly explained to the person; and • Of the importance of providing clear and transparent information to ensure people understand their responsibilities when accessing direct payments both at the point of arranging them and following any audit. 	<p>Apology letters issued on 5 April 2023.</p> <p>Payments made on 28 April 2023.</p> <p>Debt confirmed as written off 19 May 2023.</p> <p>The minutes from a recent audit meeting have been shared with the team, and these discuss the corrective actions.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
South Learning Disability Team	<p>The Ombudsman's final decision – 14 April 2023</p> <p>Summary: Ms K complained the Council and its social worker failed its social care duties towards her daughter. We did not find enough evidence of fault in the processes the Council followed to reach its view. We cannot therefore criticise the merits of its decision. There was some fault in how it progressed and communicated a charity's grant. The Council agree to make payment to acknowledge the distress and uncertainty this caused Ms K.</p>	<p>Within one month of the final decision:</p> <p>a) apologise in writing to Ms K and pay £100 to acknowledge the distress and uncertainty and time and trouble its failure to progress and follow up on the charity's grant and the confusion it caused her; and</p> <p>b) contact the Charity to agree how the approved grant payment can be used to purchase the epilepsy band for Miss X and inform Ms K if no agreement can be reached.</p>	<p>Payment made 17 May 2023.</p> <p>Pendant subscription was added to the customer's Direct Payments.</p>

Children and Families Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
SEND	<p>The Ombudsman’s final decision – 24 May 2023</p> <p>Summary: The Council gave flawed advice that a transition review to name a post-16 placement would be completed earlier than usual due to the complainant’s anxiety.</p> <p>This raised expectations and caused disappointment and distress when the advice was reversed.</p> <p>The Council will apologise, pay £150 to acknowledge the distress caused, and make service improvements.</p>	<p>Within four weeks of the final decision:</p> <p>The Council will apologise to Ms X and her daughter again to acknowledge the period of raised expectations was from July to September and not just after the meeting in September.</p> <p>The Council will pay Ms X’s daughter a symbolic payment of £150 to acknowledge the frustration, distress and disappointment caused by the flawed advice.</p> <p>The Council will share learning from this complaint with its SEN staff so that early reviews are only offered in appropriate circumstances and where there is a genuine intention to complete the review (which includes follow up actions) within a faster timeframe. While it may be appropriate to hold early meetings about transition to explore options, staff should be careful not to raise expectations that decisions about placement will be made outside the Council’s usual timescale.</p>	<p>Apology letters issued 21 June 2023.</p> <p>Payment made 12 June 2023.</p> <p>From email issued to SEND staff 21 June 2023:</p> <p>Reviews are only offered in appropriate circumstances and where there is a genuine intention to complete the review (which includes follow up actions) within a faster timeframe. While it may be appropriate to hold early meetings about transition to explore options, staff should be careful not to raise expectations that decisions about placement will be made outside the Council's usual timescale.</p>

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
SEND	<p>The Ombudsman's final decision – 24 July 2023</p> <p>Summary: Mrs X complained the Council delayed issuing her child, Child Y's amended Education, Health and Care (EHC) plan following an annual review in March 2022.</p> <p>The Council was at fault for the delay in issuing Child Y's EHC plan following the annual review. The Council has already apologised to Mrs X for the delay, which was an appropriate remedy for the injustice caused.</p> <p>Child Y was not caused an injustice by the delay. The Council will provide evidence of how it will reduce similar delays to prevent a reoccurrence of the fault.</p>	<p>Within three months of the final decision the Council will provide us with evidence of how it has reviewed its procedures to reduce delays in issuing final EHC plans following annual reviews.</p> <p>It will provide us with an action plan of any actions it has taken or intends to take going forward.</p>	Due by 24 October 2023.

Corporate Policy Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action
Council Tax	<p>The Ombudsman's final decision – 12 September 2023</p> <p>Summary: Mr X complains the Council took recovery action on a historic Council Tax debt that he was not liable for. The Ombudsman finds fault with the Council for failing to contact Mr X before restarting recovery action. However, no injustice has been caused to Mr X as it would not have changed the action taken.</p>	<p>No corrective actions, but the following advice provided by the Ombudsman in relation to historic Council Tax debt:-</p> <p><i>If the Council's query is for historic Council Tax debt in general, the Ombudsman has some guidance on what he expects Councils to consider before recommencing action. If no action has been taken for some time we always expect a council, before taking any recovery action, to contact the debtor first to remind them of the existence of the debt. We do not have a blanket rule on council's pursuit of historic debt. But councils need to consider if is fair and reasonable to enforce a specific liability order. Some factors to consider are –</i></p> <ul style="list-style-type: none"> • <i>If the debtor contested liability for the debt did the council tell them clearly at the time of their appeal rights?</i> • <i>If the debtor seems to have moved without telling the council what efforts, if any, did the council make at the time to trace their new address?</i> • <i>Does the council's delay mean the debtor will be unable to challenge liability now, as evidence may be no longer available?</i> • <i>If the debtor says they paid the debt has the passage of time meant the debtor's financial records are no longer available?</i> • <i>Has the council been actively pursuing the debt, so the debtor had ample opportunity to raise any queries?</i> • <i>Does any delay by the council justify giving a longer period to pay the debt than the council might normally consider?</i> • <i>The debtor may not contest they owe the debt. So as long as the council has considered the above factors and come to a reasoned decision, we would not criticise them for taking recovery action.</i>

Environment and Communities Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
<p>Community Enforcement</p>	<p>The Ombudsman’s final decision – 28 April 2023</p> <p>Summary: Mr Q is making a complaint on behalf of his daughter (Miss G). He says the Council has failed to resolve issues relating to household bins being left for collection at a designated site which is close to Miss G’s home.</p> <p>We found the Council was at fault for not taking agreed enforcement action for apparent breaches to the rules which were repeated and long lasting. The Council had agreed to control this problem when we investigated the issue in 2019. It failed to do so and bins and household waste has often been left outside Miss G’s home for days unchallenged. This caused her an injustice because the fault adversely impacted on the use and enjoyment of her home.</p> <p>The Council has agreed to our recommendations for the Council to remedy the injustice suffered.</p>	<p>The Council will perform the following actions by 26 May 2023:</p> <p>a) Provide a written apology to Miss G and Mr Q which acknowledges the fault and injustice identified in this statement.</p> <p>b) Pay Miss G £400 to serve as an acknowledgement of the impact of the failings and the injustice caused to her.</p> <p>c) Clarify to Miss G and Mr Q how evidence of non-compliance with the bin rules should be submitted to the Council. It will also arrange to have a telephone call with either of them at the end of each month for the next three months to review and discuss any problems.</p> <p>The Council should also perform the following actions by 26 July 2023:</p> <p>d) The Council will arrange to monitor the situation with the bins in Miss G’s area within the limited resources available to it. Patrols will be put in place by officers from the relevant Council department to monitor fly-tipping and we will use this resource as a way to monitor the situation, as well as to encourage Miss G and Mr Q to report instances of bins not being collected.</p>	<p>Apology letter issued 12 May 2023.</p> <p>Payment of £400 made.</p> <p>Miss Q has been advised that she can submit her own photos of any bins left out on her street direct to the Council.</p> <p>Miss Q had telephone conversations with a senior officer in May and June 2023.</p> <p>Monitoring completed during May, June and July 2023. The situation with the bins had improved following the period of monitoring.</p>

Highways & Transport Committee

Service	Summary and Ombudsman's Final Decision	Agreed Action	Action Taken
Highways	<p>The Ombudsman's final decision – 24 May 2023</p> <p>Summary: Mr X complains the Council entered his land without giving notice. We found the Council was at fault, but the apology it provided to Mr X in response to his complaint was an appropriate remedy to the complaint.</p>	<p>No specific actions as the fault had already been remedied via an apology:-</p> <p><i>As the visit on this occasion did not cause significant injustice, the Council accepted it needs to give notice to Mr X and the Council provided an apology to Mr X, I have now completed my investigation and closed my file. This is on the basis the Council is at fault, but a suitable remedy has already been provided.</i></p>	N/A
Highways	<p>The Ombudsman's final decision – 24 August 2023</p> <p>Summary: We found fault on Mr J's complaint about the Council failing to investigate reports of water ponding on the road outside his home following road works. It failed to explore this when he complained.</p> <p>The agreed action remedies the injustice caused.</p>	<p>The Council agreed to take the following action within 4 weeks of the final decision on this complaint:</p> <p>a) Send Mr J a written apology for its failure to have clarified and explored the issue of potential ponding when he made a formal complaint.</p> <p>b) Remind complaint officers of the need to ensure new reports raised during the complaints procedure are referred promptly through to the appropriate department.</p>	<p>Letter issued to Mr J on 12 September 2023.</p> <p>Reminder issued to Highways Formal Correspondence staff 12 September 2023.</p>