



ADUR & WORTHING
COUNCILS

Joint Governance Committee
25 September 2018
Agenda Item 10

Key Decision [No]

Ward(s) Affected: N/A

Local Government Ombudsman Complaints and Annual Monitoring letters

Report by the Director for Digital & Resources

Executive Summary

1. Purpose

1.1 This report reviews the Annual Review letters of the Local Government Ombudsman (LGO) relating to Adur District Council and Worthing Borough Council for the year ended 31 March 2018 and also provides further analysis on other complaints which the LGO has received as part of the new reporting year 2018/19 and those decisions that were outstanding from the previous year and previous reports to the Committee.

2. Recommendations

2.1 That the Committee note the contents of the report and agree to receive a further analysis report of the Local Government Ombudsman complaints in March 2019.

3. Context

- 3.1 The Commission for Local Administration in England was created by Part 3 of the Local Government Act 1974 to run the Local Government Ombudsman Service.
- 3.2 The Local Government Ombudsman investigates complaints by members of the public who, generally, have had complaints considered by the Local Authority, but still consider that they have been caused injustice by the administrative actions of Local Authorities and other bodies within the jurisdiction of the LGO.
- 3.3 The LGO provides a free, independent and impartial service. When they receive a complaint they are on the side of neither the complainant nor the respondent Authority. In each case, they investigate whether there has been any administrative fault that has caused a personal injustice to the complainant.
- 3.4 If the LGO find that something has gone wrong and that a person has suffered as a consequence, they aim to get it put right with a satisfactory remedy. The remedy will depend on the circumstances of the complaint and, in some cases, the Authority will be asked to pay compensation.
- 3.5 The LGO received 15 complaints and enquiries about Adur District Council for the year ended 31 March 2018 compared with 9 for the year ended 31 March 2017. A copy of the LGO's letter is appended to the report as Appendix 1.
- 3.6 Members have historically asked to have comparative information and Table 1 provides the total number of complaints received by the Local Government Ombudsman in relation to Adur District Council over the past 8 years.

Table 1

Enquiries and Complaints received	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Total	12	11	12	11	9	11	9	15

- 3.7 During this period the LGO made 15 decisions regarding complaints about **Adur District Council**. 1 was incomplete or invalid, 5 complaints/enquiries were referred back to the Council for local resolution, 3 were closed after initial enquiries, 2 were upheld and in 4 cases advice was provided. 10 of those complaints/enquiries were regarding Housing issues, 2 were relating to Benefits and Tax issues, 2 related to Environmental Services and 1 related to Planning & Development. The upheld complaints related to:-

- Taxi licensing issues which the Council has put right by way of an apology and payment of compensation. Information on this complaint was reported to the Committee on 27 March 2018; and
- The other upheld complaint related to a housing application case which found that the Council had acted with fault in handling the housing application which caused confusion. The Council was recommended to apologise for the faults identified, continue to offer a review of the housing priority and pay compensation of £200.

3.8 The LGO received 11 complaints and enquiries about **Worthing Borough Council** for the year ended 31 March 2018 compared with 5 for the year ended 31 March 2017. A copy of the LGO's letter is appended to the report as Appendix 2. The LGO made 8 decisions regarding the complaints, 5 were referred back for local resolution, 1 was closed after initial enquiries and 2 were upheld. The upheld complaints related to:-

- A complaint about the Council's housing review decision. The Council was asked to remedy the injustice, apologise and pay £100 in compensation; and
- A complaint about the handling of a planning application by the Planning Committee and the handling of a complaint under the Council's complaints procedure. The Council was asked to apologise and pay £150 compensation for time spent pursuing the complaint.

Note: Information on these complaints was reported to the Committee as part of the six monthly update report on 27 March 2018.

3.9 The comparative information relating to Worthing Borough Council is set out in Table 2 below.

Table 2

Enquiries and Complaints received	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Total	20	24	16	18	23	9	5	11

3.10 An analysis of these complaints, where information is available, was previously provided to the Committee during 2017/18.

3.11 In the early part of 2018/19, from 1 April, there are currently no ongoing complaints for either Adur or Worthing which are subject to investigation by the Local Government Ombudsman.

3.12 The Service areas which have been generating the recorded LGO complaints during the periods of reporting to the Committee since 2014 have been broken down as follows:-

<u>Adur District Council</u>	
Planning	4 not upheld.
Environmental Health	3 (1 upheld, 1 not upheld and 1 partially upheld).
Housing	2 (1 partially upheld and 1 upheld)
Census (Revenues & Benefits)	4 (2 not upheld, 1 partially upheld and 1 decision pending).
<u>Worthing Borough Council</u>	
Parks and Foreshore	2 not upheld.
Housing Services	2 not upheld and 1 partially upheld.
Planning	2 not upheld and 1 upheld
Revenues and Benefits	3 (1 upheld and 2 not upheld).
Democratic Services	1 (not upheld)
Financial Services	1 (not upheld)

4. Issues for consideration

- 4.1 In line with its role as a steward of the Constitutional framework and Standards, ethics and probity monitoring, the Committee is requested to note and review the analysis of complaints received by the Local Government Ombudsman during 2017/18 as set out in this report and detailed in the Annual Review letters.
- 4.2 This report also includes information on the most recent compliments received since the last report to the Committee in March 2018 and this information is set out in Appendix 3 to this report. Improved recording of compliments on the digital complaints and compliments system is helping the Councils identify these important pieces of customer information.

5. Engagement and Communication

- 5.1 The decisions of the Local Government Ombudsman are communicated to relevant Services as well as any requests for the Councils to undertake any follow up actions. Heads of Service are kept informed of all compliments received for their Service areas.

6. Financial Implications

- 6.1 There are no direct financial implications arising from this report but the upheld complaints may have involved some financial implications, with the payment of some compensation.

7. Legal Implications

- 7.1 The role of the Local Government Ombudsman is governed by Part 3 of the Local Government Act 1974.
- 7.2 Section 111 of the Local Government Act 1972 allows the Council to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions.

Background Papers

Adur District Council Annual Review letter from Local Government and Social Care Ombudsman - July 2018

Worthing Borough Council Annual Review letter from Local Government and Social Care Ombudsman - July 2018

Officer Contact Details:-

Mark Lowe

Scrutiny and Risk Officer

Tel No: 01903 221009

mark.lowe@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

Matter considered and no issues identified.

2. Social

2.1 Social Value

Matter considered and no issues identified.

2.2 Equality Issues

Matter considered and no issues identified.

2.3 Community Safety Issues (Section 17)

Matter considered and no issues identified.

2.4 Human Rights Issues

Matter considered and no issues identified.

3. Environmental

Matter considered and no issues identified.

4. Governance

Matter considered. Commitment to develop customer intelligence and insight function. Analysis of LGO complaints will help in this process. Responding to Local Government Ombudsman investigations in a timely and open manner assists the Councils to improve their service, service delivery and reputation. Outcomes from Local Government Ombudsman investigations can impact on the Councils' reputation.

Local Government & Social Care OMBUDSMAN

18 July 2018

By email

Alex Bailey
Chief Executive
Adur District Council

Dear Alex Bailey,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Adur District Council
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	2	0	0	2	0	10	1	0	15

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
1	4	5	3	0	2	100%	15

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
1	1

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0	0	0	0	1	0	5	5	0	11

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	0	5	1	0	2	100%	8

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Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
2	0

Joint Governance Committee - 25 September 2018

Compliments April - September 2018

APPENDIX 3

<u>Housing Solutions</u>
859165 - Compliment to Housing Solutions team for helping a resident. "Many thanks for all your hard work in getting to this position for her. I know that the work you do is incredibly difficult, you are very much appreciated."
854583 - Thanks to outreach team for warmth and care shown to him.
852195 - Customer thanks team for help and service received.
844235 - MP thanks you for your tireless efforts to assist X who is clearly under considerable strain with her exams, mothering and managing the challenges of her housing crisis. Thanks for continuing to support X in the empathetic and kind way that you did: you have done your very best to try to help.
843631 - Officer has been extremely helpful with my situation. Very knowledgeable and thorough with a can do attitude. Officer made me feel like there is a way out of my current situation and has been great each time I've contacted the housing department.
836451 - compliment via contact centre to Officer.
836385 - Just wanted to say thank you for your help. Officer managed to get a 2 bedroom flat in Lancing for this family.
836151 - What can I say, a massive thank you and the team, I am so glad that the customers housing needs have been met. Lets hope this is a solution for customer and her daughter to finally live life to the full. I'm really pleased.
826319 - Compliment to Officer for her assistance in housing case.
826267 - Thanked staff for help and support.
783813 - Compliment from MP for efforts with particular housing case.
<u>Private Sector Housing</u>
807607 - Compliment about Telecare / community alarm
767903 - Thanks to Officers for help in HMO process. Working with the Council was the best decision that he could have made and he has found us all to be very helpful and easy to work with.
<u>Leasehold Services</u>
847637 - Compliment to leasehold manager.
<u>Repairs & Maintenance</u>
782425 - Customer thanking member of staff who came out to fix the toilet that would not flush. He worked very hard, completed the job well and cleaned up afterwards.
770053 - Resident thanking department for fixing their fence so quickly
768391 - Workmen were both very friendly, helpful, they kept me up to date with what they were doing. Workman was very helpful explaining how the water system worked in case we had issues in the future. We are very happy with the work they did, very nice guys, brilliant!
757981 - Email to Chief Executive thanking him for involvement and speedy response from Repairs & Maintenance team.
756837 - Workers were very polite and professional.
756817 - Workers were very professional and did a good job.
756795 - Excellent work by repairman.
<u>Parks & Open spaces</u>
846231 - Complimenting the patch of wild garden in the public park next to splashpoint.

843539 - Call to contact centre to pass on her thanks for dealing with the field it has now been cut back. Was very pleased.
843455 - It is always easy to complain when things go wrong, but it is also important to recognise when things are good. Please pass on my thanks to the people responsible for the beautiful flowers in Worthing parks and on the roads. It is amazing that in a year where the weather has been so hot that the flowers are exceptional Many thanks from myself and on behalf of all the people who have enjoyed the displays.
843349 - Email congratulating the gardeners on the hanging baskets and tubs throughout town.
843045 - Letter thanking the parks team for maintaining the beach house park during the bowls tournament. Says the team supported the club above and beyond.
842923 - Email from Councillor thanking the parks team for maintaining Beach House Park.
816471 - Customers were complimentary about the condition of the Broadwater cricket square this year.
781875 - Customer who recently acquired an allotment shed thanked Support Services Officer for their prompt reply to emails regarding insurance. They complimented the officer on the enormous area they have to cover whilst still replying quickly and helpfully.
770899 - Resident complimenting our operatives for the beautiful display of flowers on the island outside St Paul's Lodge.
<u>Bereavement Services</u>
843507 - Email to Officer thanking him for his help - "Thank you so much for all your help.It was a very emotional time for me and I am so very grateful to you. You are very compassionate and understanding. The Worthing public are very blessed to have you."
843115 - email thanking the Crematorium Team for their professional and caring way they helped with the process of daughters service. Says location is lovely, well maintained & tranquil.
842591 - email thanking Officer for helping to make funeral pass efficiently & respectfully.
841277 - email to Bereavement services, thanking them for prompt response and photos showing that cemetery has now been tidied.
840965 - email thanking bereavement services staff for assisting with locating interred plots of deceased family members.
837255 - compliment to staff at Durrington Cemetery thanking them for their assistance with a repair to a grave
815465 - Customer thankful to the Cemeteries department for their phone message regarding a family member.
815443 - Funeral company thankful to the Cemeteries department for their help in correcting a mistake made by the company. .
815295 - Customer thankful to Cemetery staff who found a plot for a family member next to their mother.
809195 - Customer thanking Bereavement Services Officer for their professionalism and kindness during a send off for a family member.
<u>Environmental Services</u>
769709 - Customer wanting to say how clean the toilets were on the prom from the Pier to Goring. They said it was nice to smell disinfectant and that the team are doing a good job.
<u>Refuse & Recycling collections and other waste services</u>
843569 - Call to contact centre to comment on what a good service he has received from the bin crew over the years. Just wanted to say thank you.
842553 - Photo posted on Facebook saying well done to binmen who were unable to drive around columbia drive so wheeled the bins from one end of the street to the truck to empty them.
842507 - complimenting refuse staff who empty bins around Chalfont Way, says the surrounding roads are too narrow for the refuse truck to drive up due to parked cars, but they wheel the bins down to the nearest main road & do a fantastic job.
842453 - email thanking the refuse team for emptying 3 bins even though they had forgotten to put them out. Also apologised for forgetting to put them out!
837571 - compliment about the quick service of exchanging refuse bin to a larger one
820151 - Customer thanking Clinical Waste team for taking away a needle found in their garden. The staff member checked if there were any others around the area the customers child was playing in.
816609 - Customer called to thank Customer Services and the AWES team for removing tree waste from a neighbours property following an attempted scam for money.
816541 - Resident thanking street cleaner at Church Street Shoreham for their help when keeping the street free of weeds and other debris.
811985 - Member of public emailed in to thank a refuse/street cleaner for their assistance when helping to search for a lost engagement and wedding ring in the bins by the bandstand. The worker insisted on

helping and the customer was thankful for this.
809323 - Customer commending the Council on their prompt action in response to concerns on fallen leaves that needed sweeping.
798691 - Resident thanking the AWCS team for helping him retrieve his keys from the bins. They were both polite and professional.
781639 - Resident wanted to thank the team for the fantastic job they do with cleaning up and clearing overflowing bins to ensure a litter free area. He knows the team will be out and about cleaning up especially after bank holidays and is more than happy with the service we provide.
781467 - Customer called to thank the waste team for being so efficient, smiley and for their hard work. The customer was happy with how positive the team are and wanted to let them know.
779575 - Customer was happy with the service given by Customer Service Advisor and AWCS when they forgot to put their bins out and the crew kindly arranged for this to be picked up.
769903 - Customer happy with the service provided regarding a flytipping report. They said their emails were answered immediately and they were impressed with the way they were dealt with.
768865 - Resident is moving to Arun and hopes the collection arrangements for waste in Arun are as good as they are in Worthing
767181 - Customer called to say that the bin men do a great job.
762881 - Resident thanking bin lorry driver collecting on The Boulevard.
760765 - Resident thanking the AWCS team for their impressive service, delivering a recycling bin the very next morning after calling us to request one.
760741 - Resident expressing their gratitude to the refuse collector who went out of his way to collect the refuse bin near the front door of the property as the resident forgot to put it on the pavement
760659 - Resident tweeted their thanks to the street cleaning team who provided a fantastic service
<u>Pest Control</u>
762251 - Customer wanting to give feedback regarding pest control service she received. Customer was happy with the arrangements to come back to recheck the pests and is grateful for the assistance.
<u>Wellbeing</u>
842961 - email thanking Officer for support organising an event
<u>Environmental Protection & Regulation</u>
842623 - email thanking Officer for prompt & efficient response when handling a noise disturbance
810745 - Customer happy with the service provided by Environmental Health Practitioner and emailed them their thanks for the help given
798763 - Resident thanking Environment Health Officer who helped resolve their noise complaint. They mentioned the officer worked well with the police to resolve the issues and they would give us top marks on our effectiveness and customer service.
<u>Parking Services</u>
843599 - Compliment for guildbourne parking team, says they are friendly and wonderfully 'deaf aware' and handled the matter calmy & efficiently - "your staff are amazing, doing quite a horrid job with patience, humour and compassion. Please thank everyone.
843435 - Twitter message; Compliment for Parking services -
837673 - email to parking services complimenting the staff employed at high street car park.
768163 - Customer thanking Parking services for their help and support with the management of their parking fines. They have been able to take the pressure off financially from the customer.
760869 - Customer visited the Parking Shop to report a change of vehicle for a parking permit. They found the staff were pleasant, helpful and professional. The service was concluded swiftly and efficiently.
760717 - Resident calling to compliment the parking team for accepting the customers challenge regarding a parking ticket.
<u>Customer Services</u>
843405 - Requested verbal compliment to be recorded regarding Officer. She has been very helpful and supportive all the way through my claim and I really appreciate it, can you put her forward for Employee of the month if you operate that scheme please.
843377 - Email complimenting the service received. Officer was patient & understanding.

842897 - Message on social media thanking Insight team officer for assistance with enquiry.
842405 - Compliment for contact centre staff, Says "you guys are brilliant and very helpful each time I have called you have been so helpful"
842381 - Call to contact centre for a follow on from a call with Officer re benefits as per Officer advice. wanted to mention how helpful Officer was and for message to be passed on..
837721 - Email thanking Portland House advisor for help with processing claim
837527 - Complimenting Call centre operative. States they maintain a superlatively cool head and most excellent telephone manner.
820247 - Customer who called regarding a Summons commented that they received 'excellent customer service' from a Customer Services Agent.
815325 - Customer emailed Customer Service Agent to thank them for their help with offering housing advice. They were grateful for the patience, care and kindness shown by the agent.
810123 - Customer appreciative of Customer service advisors sympathetic attitude towards them when trying to sort out Clinical Waste. They said it's so good to have excellent customer service these days'
809171 - Customer called to thank Customer Service Advisor for their help when ordering a sharps box as they were confused as they hadn't used the service before
805139 - Face to face compliment for Officers. I
800593 - Customer called to thank Customer Service Agent for their help in reporting flytipping outside their property. Customer thanked agent specifically for their amazing customer service
799127 - Resident thankful to customer service agent for relaying the matter of a dead fox quickly to the AWCS department for clearing. They called back especially to thank the agent and department.
796419 - Customer stated that a Customer services advisor had undertaken work in a compassionate and kind way.
795035 - Customer happy with the service provided by Customer Service Agent when enquiring about land charges. The agent was extremely helpful in investigating the issue and advising the customer.
795009 - Customer wanting to speak to one Customer Service Agent in particular as they have been 'absolutely wonderful' when helping with a mutual exchange
786099 - Customer thankful to Customer Service Agent for filling in the Home swapping form with them over the phone as the customer was elderly, alone and confused over the form.
786067 - Customer appreciative of the advice given to them by Customer Service Agent when they lost their dog. The agent had advised them to post a picture on social media and this resulted in the dog being found.
786045 - Customer called to pass on positive feedback of their interaction with Customer Service Agent. The customer said they were really helpful and had gone beyond the call of duty and had the attributes needed to do the role - compassionate, knowledgeable, efficient and having a genuinely human touch.
784775 - Customer phoned to specifically thank Customer Service Agent for their high level of service. The customer wanted to pass this onto the Agents manager to ensure the good performance was recognized as the agent was exceptionally patient and helpful.
782415 - Customer thanking Customer Service agent who answered a call regarding an Adur Homes repair. The customer said they were a great help with the problem.
781811 - Customer pleased with the email correspondence from Customer Service Agent regarding a Council Tax bill. They found the customer service was great and it was a pleasure talking to the agent.
781575 - Resident called to chase their complaint regarding Adur Repairs. However during the conversation they said they had spoken to Customer Service Agents in the Contact Centre throughout the process who have been lovely, very helpful and did what they could to help the situation.
781547 - Customer called to change their bulky waste collection and wanted to pass on praise of the Contact Centre as they are 'second to none'. She says they are 'amazing and offer wonderful service'
781517 - Customer called to say the Customer Service Agent who dealt with their clinical collection was very helpful
781415 - Customer complimented Customer Service Agent for their service when handling a garden bin payment
773513 - Customer called to thank Customer Service Advisor for his help and for being polite throughout their phone conversation.
768885 - Customer emailed in to thank the Customer Service advisor who set up an arrangement for Council Tax arrears
767191 - Customer called to say the Customer Service staff do a great job.
767007 - Customer frustrated by not getting through on the phones to discuss their Council Tax. Insight team spoke to the contact centre to see if we could arrange a call back. We advised the customer we will call them and the customer thanked us for our help as it was really appreciated.
766987 - Customer called Contact Centre back to thank Advisor for sorting out a messy road outside of a takeaway shop.

763707 - Resident was very complimentary about the help given by Customer Services agent and confirmed that she had returned all the forms requested.
762411 - Customer came through on the Benefits line 10/4/18 to discuss a change of circumstance. In reference to the staff in the Contact Centre, Face to face and Benefits she said "You are all amazing and do a wonderful job"
761311 - Customer thanking Customer Services Advisor for their assistance with a single person discount. They stated the advisor was excellent and so helpful.
761243 - Resident wanting to compliment Customer Services Advisor on their professionalism as they were clear, informative and delivered what was promised.
761117 - Resident thanking Customer Services Advisor for their helpful and understanding attitude as it put the customers mind at ease.
761093 - Customer thanking Customer Services Agent for their help when there was a problem with delivering a green bin.
760697 - Resident thanking the Insight Team for their quick response relating to a Council Tax bill being sent out.
Business & Technical Services
837499 - Call to contact centre complimenting the initiative to paint the bus shelters. She would like to say that the bus shelters look pretty and very refreshing and nice for visitors to see. She would like to congratulate the person who put forward this initiative. She was very impressed.
Revenues & Benefits
809287 - Customer appreciative of the level of support and service from Benefits.
800575 - Customer telephoned to thank the Benefits team as she felt really looked after and is really pleased with the service provided by the Benefit team.
770865 - Email to benefits thanking them for processing HB application and backdating it.
758955 - Letter thanking council for assistance with benefit application
Planning & Development
843481 - Email to CE commending Enforcement & Planning services for their understanding, compassion & professionalism.
842993 - Thanking Building Control & Development management team for help & Support with planning & building enquiry
816509 - Resident emailing their thanks to Planning Support for their information regarding bin stores at property.
815399 - Customer emailed their thanks to Planning Support for their help with a planning application. They thanked the team for their exceptional customer service.
796449 - Customer happy with the service provided by land charges when chasing up a search. They were relieved and thankful for the issue being sorted.
769843 - Customer thankful for a quick and efficient response helping with a land charges query on Facebook.
769741 - Customer emailing to thank Development Management for their much appreciated advice and cooperation.
Place & Economy
762859 - Resident complementary regarding keeping the car boot website up to date as this had not been the case previously.
760931 - Resident thanking the Events team for the Circus on Southwick Green as it was a lovely event for the community, bringing them together and bringing in trade for local businesses.
760893 - Resident thanking the Events team for their dedication and incredibly hard work with the Circus Wonderland on Southwick Green.