

ANNUAL CUSTOMER COMPLAINTS AND COMPLIMENTS REPORT 2021-22

Barnsley - the place of possibilities

**Healthy
Barnsley**

**Learning
Barnsley**

**Growing
Barnsley**

**Sustainable
Barnsley**

**Enabling
Barnsley**

We are a modern, inclusive, efficient, productive and high-performing council

COMPLAINTS

COMPLIMENTS

LEARNING

Barnsley - the place of possibilities



INTRODUCTION

Welcome to Barnsley Council's annual complaints and compliments report, which provides the council, partners, and members of the public with important information on what our customers have told us about their experiences and expectations of the services they have received during 2021-22. This report looks at all the complaints and compliments that have been recorded by the council during the period 1 April 2021 to 31 March 2022, including those complaints received about Adult and Children Social Care services.

Whilst we have achieved so many great things this year, it is our aim to ensure that we respond to and manage rising customer expectations and demands, but also recognise the opportunities this presents. To achieve this, we need to listen to what our customers are telling us, manage their expectations and continuously improve our services. Therefore, customer complaints and compliments are important, and why it is our aim to ensure that our customers feel able to provide us with this information and know how to do this. We also aim to respond fairly, in partnership with the customer and reach a swift resolution where putting it right is at the heart of what we always consider.

The Customer Resolution Team are a part of the Business Improvement, Human Resources and Communication business unit and are responsible for the management, facilitation and collation of all customer complaints and compliments received for the council.

The council has two complaints procedures for managing complaints, one for Children's Social Care which has 3 stages and one for all other council services, including Adults Social Care, complaints which has 2 stages. For further information on either of these procedures please visit our internet page at <https://www.barnsley.gov.uk/have-your-say/complaints-and-compliments/>



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Customer Complaints and
Compliments Data

WE VALUE YOUR FEEDBACK



**We're
proud**

We're proud and dedicated in making Barnsley a better place. We take pride in our work.

We've received a total of 414 compliments



**We're
honest**

We're honest and always say what we mean. We're reliable, fair and true.

We received 712 complaints and identified many learning actions to improve our services



**We're
excellent**

We'll be excellent and provide the best we can for the people of Barnsley.

There have been 36 Ombudsman contacts received and 9 of these were upheld



**We're
a team**

We're a team working together towards the same goal.

We listen to what our customer says and learn when things go wrong

DIRECTORATES INTRODUCTION

The complaints and compliments we receive from our customers are registered against the five main directorates of the council (as they were during 2021-22). What each directorate does is described below:

Core

This directorate provides both internal and external services which are core to how the council operates. These includes: Finance (such as payments and council tax); Human Resources (services for employees and health and safety); Business Improvement and Communications (such as performance management, marketing, and communications); Legal (such as law and compliance) and Governance, Members and Business Support.

Place

This directorate provides services that help to transform the borough, particularly in the creation of a Thriving and Vibrant Economy and enabling Strong and Resilient Communities. The types of services this includes: Environment and Transport (such and waste management, parks, highways and engineering, neighbourhood services, bereavement services and home to school transport); Regeneration and Culture (such as planning and redesign of the town centre and principal towns, museums and visitor sites, housing and energy, and employment and skills).

Children's Services

This directorate provides services that relate specifically to children and young people of the borough. This includes: Education (such as education welfare and attendance, Early Start (such as childcare services); Prevention (such as family centre services) and Children's Social Care and Safeguarding.

Adults and Communities

This directorate services the communities within the borough and includes services such as: Stronger, Safer and Healthier Communities (such as safer neighbourhoods and enforcement) and Adults Social Care.

Public Health and Regulatory Services

This directorate provides the services to the borough relating to health and regulation such as: 0 to 19 service (health visitors) and Regulatory Services (commercial regulations, food, hygiene, and pollution control).

GLOSSARY OF TERMS

To help you with some of the terms we use in this report please see below a brief explanation for some of the key words.

Complaint: this is where a customer has told us that they are unhappy about something we may have done, the services we are delivering or how we have delivered the services.

Compliment: this is where a customer has told us that they are happy and satisfied with something we may have done, the services we are delivering or how we have delivered the services.

Early Resolution: we want to resolve complaints as quickly as we can for our customers and some complaints don't always need an in-depth investigation. We try to resolve these types of complaints within 2 to 5 working days.

Formal Investigation: sometimes we may need to take an in-depth investigation into a complaint and require a bit more time to resolve the complaint. We have two procedures for managing complaints one for Children's Social Care which has 3 stages and one for all other council services, including Adults Social Care, complaints which has 2 stages. For further information on either of these procedures please visit our internet page at <https://www.barnsley.gov.uk/have-your-say/complaints-and-compliments/>

Timescales:

Timescale	Children's Social Care Complaints (CSC)	All other Council Services (Corporate inc Adult Social Care)
Early Resolution	2 working days	2 to 5 working days
Formal Investigation - Stage 1	10 working days	25 to 60 working days
Formal Investigation/Review - Stage 2	25 to 65 working days	10 to 30 working days
CSC Review Panel – Stage 3	50 working days	-

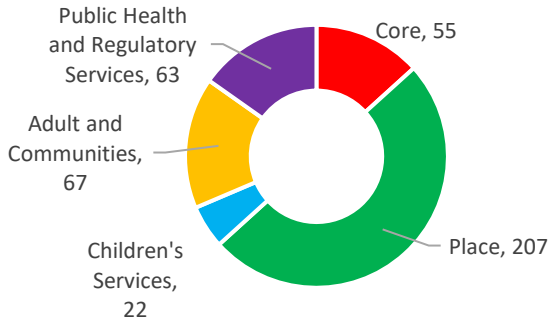
Discontinued/withdrawn complaints: these are complaints we have received but unfortunately the customer does not engage with us and the process further or they have decided, for whatever reason, to withdraw their complaint. A complaint which is resolved would not be classed as withdrawn. We still share these complaints with the relevant service for their awareness, but no formal response is issued.

The Local Government and Social Care Ombudsman: will consider complaints about councils and adult care providers. A customer can complain to them if they remain unhappy after having their complaint considered by us through the complaint's procedure. For more information on what they do please visit their website at <https://www.lgo.org.uk/>

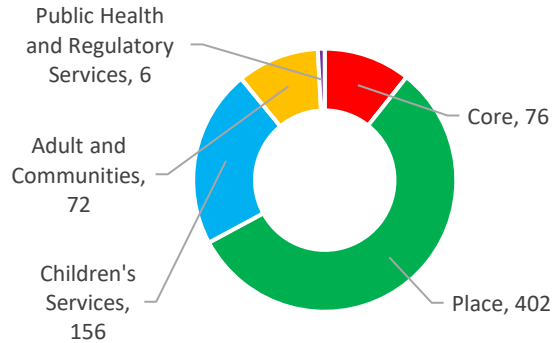
CUSTOMER FEEDBACK

ONE COUNCIL

Compliments by Directorate



Complaints by Directorate



712 complaints were received which is an increase from last year's position (320). 331 were registered as early resolutions and 381 formal investigations. Unfortunately, 211 customers decided to discontinue with their complaint either through withdrawing their complaint or through no further engagement in the process.



There were 36 Local Government and Social Care Ombudsman contacts (8 more than last year). The outcomes were 9 at fault, 1 no fault, 5 not enough evidence of fault, 4 outside of jurisdiction, 4 closed after enquires/investigation, 1 out of timescale, 6 council to pursue and 6 others.

Our customers told us overall they were unhappy with how we were delivering our services (our processes and procedures)

70% of complaints were made online. 81% of complaints were made by the customer themselves.

EARLY RESOLUTIONS



331

OUTCOMES



Upheld	261
Partially upheld	123
Not upheld	106
Inconclusive	10
Pending	1

RESOLUTIONS



49 complaints were statutory Adult social care complaints
104 complaints were statutory Children's Social care complaints
559 complaints were corporate complaints

TIMESCALES



97% of complaints progressed through the procedure were responded to within the agreed timescale

COMPLIMENTS AND COMPLAINTS DATA

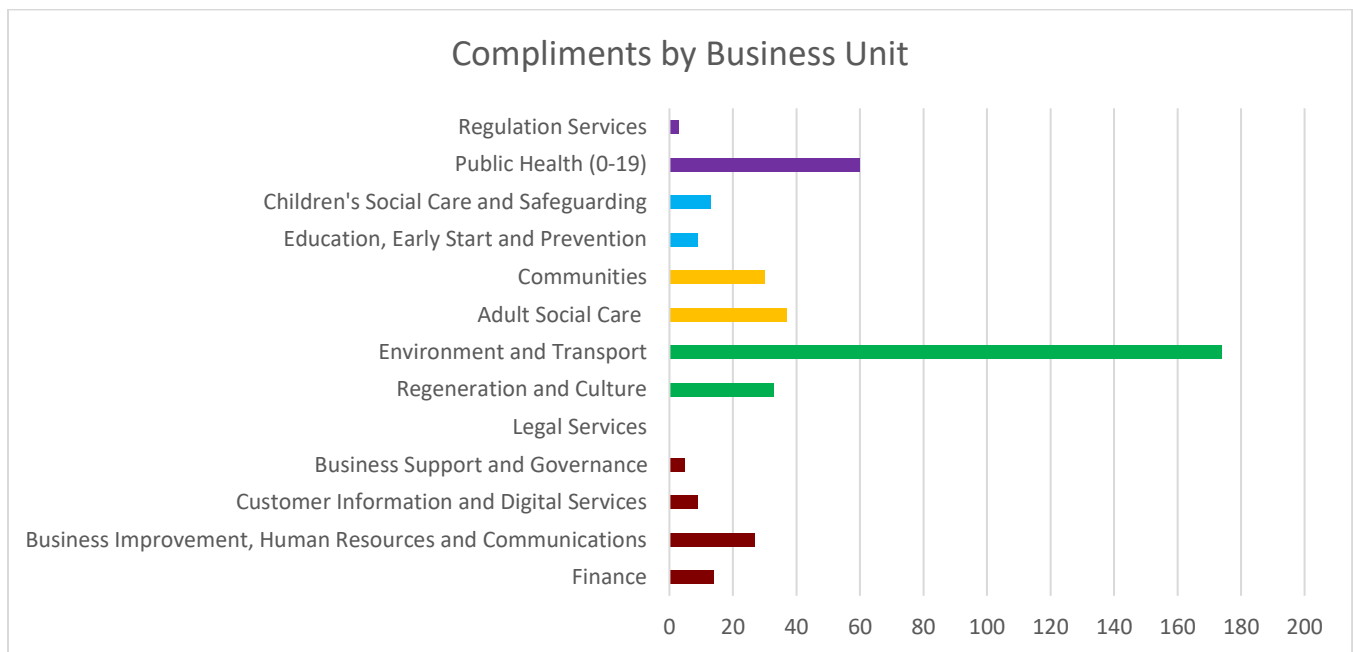
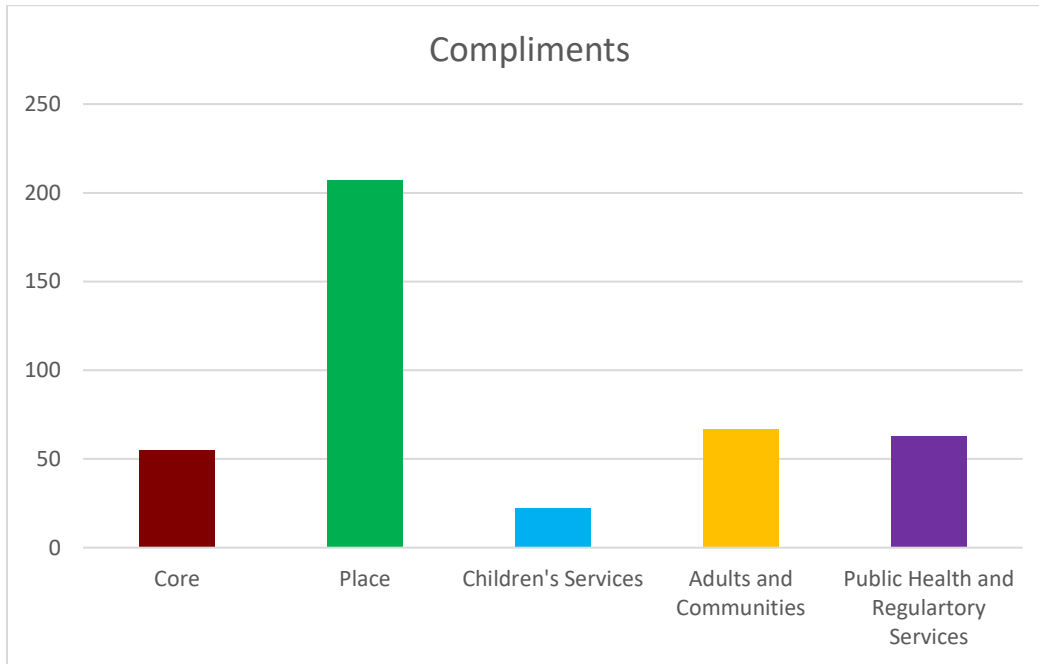
One of the aims of the Customer Resolution Team is to try and make the information we produce interesting and easy to read for our customers. We also understand it is important to be clear and transparent. It is for these reasons that we have included the key data that has supported the compilation of this report below, as well as then providing an overview of each Directorate's performance in the management of complaints and compliments.

Key areas to note

- This year we haven't received as many compliments as we reported last year, with a decrease of 61 complaints. We know from speaking with services that we do receive lots of positive feedback from customers, which could be compliments we could be recording. Therefore, we are working with services on how they can share this information with the Customer Resolution Team so we can use this information to learn and improve and understand what is working well for our customers.
- We have seen an increase in the number of complaints we have received this year. This is good news to us as it gives us reassurance that our customers know how to make a complaint when they are unhappy. Whilst not all these complaints have continued through the procedure due to the customer no longer engaging with the process or withdrawing their complaint, 501 complaints did receive a resolution. It is the resolution of the complaints which tell us if there are things we need to learn and improve upon from our investigations into these complaints.
- The number of complaints which are progressing to the next stage in our procedures has increased. We have also seen an increase in the number of complaints that are escalating to the Ombudsman office. This is disappointing to us as we are keen to resolve the complaint swiftly and effectively for our customers through working together. We will continue to ensure that staff members have awareness of the complaints process and of the good investigation principles which support resolution of complaints.
- Resolving complaints in statutory timescales or those we have agreed is important to us and 97% of complaints met their timescales. We will continue to strive to maintain and improve upon this performance area during 2022-23.
- We will be using the information we capture in our annual reports to continue to improve our complaints process, and in doing this working together to identify trends, themes, and any wider opportunities to improve our service delivery to our customers. As you will note there is a performance review table within this report which shows a comparison of the number and outcomes of complaints, we have received over the last two years. This information is helpful to us and supports focused conversations with these services around wider opportunities to improve.

1. NUMBER OF COMPLIMENTS

There has been a decrease in the number of compliments we have recorded this year, 414 compared to last year, 475. The Place directorate received the highest number of compliments with 50% of the total compliments being received in this directorate alone (207). Most of the compliment's we received related to our value of being excellent.



2. NUMBER OF COMPLAINTS AND RESOLUTION METHOD

Overall, we received 712 complaints during 2021-22 however, 211 of these were discontinued by the customer either withdrawing their complaint or no longer wishing to engage with the process, leaving 501 complaints which received a resolution. A review of the process we have in place for the action taken on discontinued complaints has taken place in quarter 1 of 2022-23 with the aim of seeing a reduction in the number of complaints which are being discontinued.

There has been an increase in the number of complaints we received this year compared to last year's figure (320), even when the number of discontinued complaints has been taken off the total number. Most complaints were resolved through early resolution this year, which is positive to note, with less complaints requiring formal investigation.

Directorate	Early Resolution	Formal Investigation	Total complaints
Core	29	25	54
Place	246	59	305
Children's Services	34	65	99
Adults and Communities	19	22	41
Public Health & Regulatory Services	1	1	2
Total	329	172	501

EARLY RESOLUTIONS



FORMAL INVESTIGATIONS



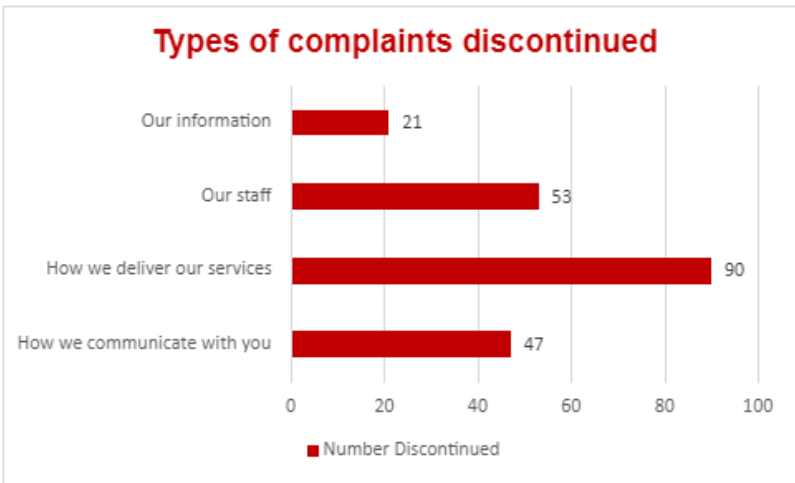
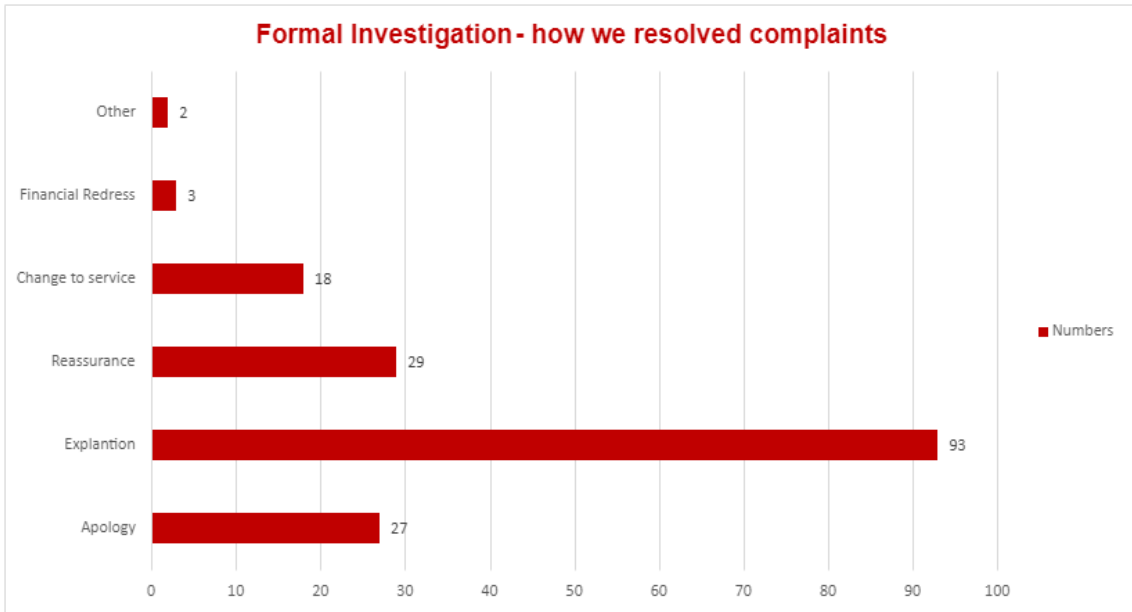
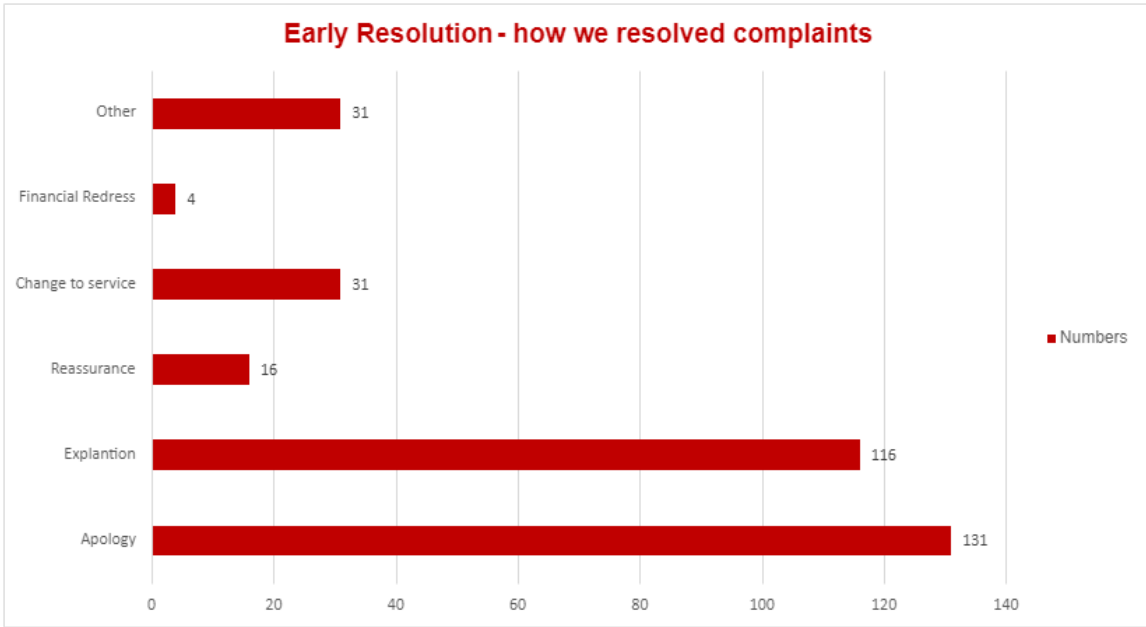
15 Children's Social Care complaints moved onto a stage 2 investigation of which 2 cases were upheld, 8 cases were partially upheld and 1 case was not upheld. 1 case was discontinued by the customer and 3 were still ongoing.



3 Children's Social Care complaints moved onto stage 3 and 1 was upheld whilst 2 were still ongoing.



31 Corporate complaints moved to the review stage of the process and 5 were upheld, 11 were partially upheld, 14 were not upheld and 1 was still ongoing.



211 complaints were discontinued during 2021-22 either through the customer withdrawing their complaint or through not engaging with the complaints process further. We've made some changes in 2022-23 to how we will handle these contacts moving forward

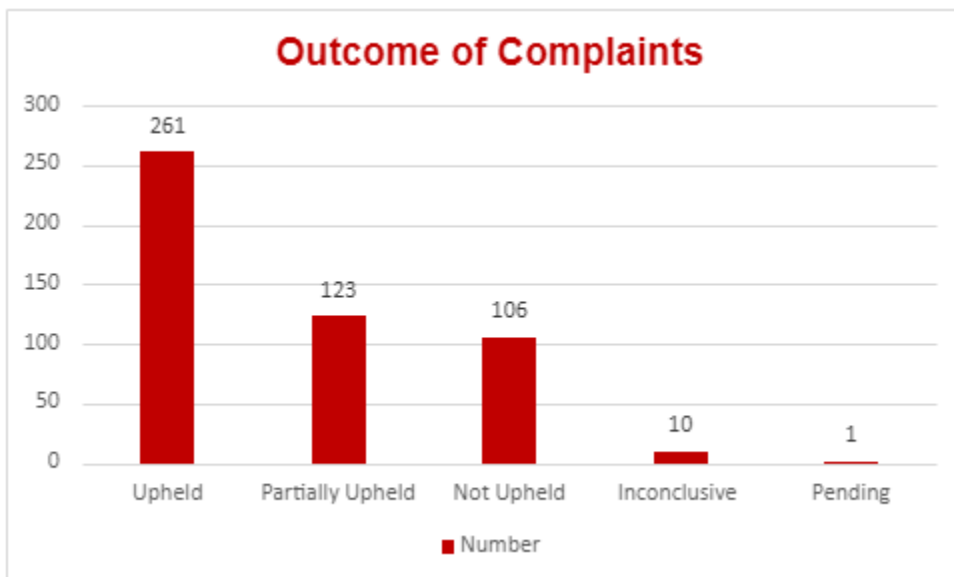
3. TYPE OF COMPLAINT



Most of our complaints were about how we deliver our services (our processes and procedures) and how we are communicating with our customers. It's important that we know this information so we can look at ways we can improve in these areas where we agree that our services have fallen below the expectations of what our customers should be receiving.



We acknowledge that we have either upheld or partially upheld most of the complaints we have received, therefore we are agreeing that we need to improve and learn from what our customers are telling us. In doing this we have provided an explanation to the customer as a resolution to their complaint to explain what went wrong and what we will do to address this.



Upheld = we agree with your complaint.

Partially upheld = we agree with some of your complaint.

Not upheld = we haven't found any evidence to support your complaint.

Inconclusive = we don't have enough evidence either way.

Pending = complaint still under investigation

4. TIMESCALES



We resolved **97%** of our complaints within timescales for all stages, and **98%** for those complaints considered at early resolution and formal investigation. This is an improvement upon last year's figure of **87%**. However, this means that we have not met timescales on **3%** of occasions.

We will continue to work to improve meeting the timescales as we know that this is important. However, sometimes due to availability and the complexity of some complaints these timescales are exceeded. We always aim to keep the customer up to date when there will be a delay with their complaint investigation.

Early Resolutions	Outcomes				Total	Timescales		Total
	Upheld	Partially upheld	Not upheld	Inconclusive		Timescale met	Timescale not met	
Finance	15	3	6	0	24	24	0	24
Business Improvement, HR and Comms	0	0	2	0	2	2	0	2
Customer Information and Digital Services	2	0	0	0	2	2	0	2
Business Support and Governance	1	0	0	0	1	1	0	1
Regeneration and Culture	9	5	7	1	22	22	0	22
Environment and Transport	172	23	23	6	224	223	1	224
Adults Social Care	6	3	2	1	12	12	0	12
Communities	5	0	2	0	7	7	0	7
Education, Early Start and Prevention	1	3	3	0	7	7	0	7
Children's Social Care and Safeguarding	7	11	9	0	27	27	0	27
Regulation Services	0	0	1	0	1	1	0	1
Total	218	48	55	8	329	328	1	329

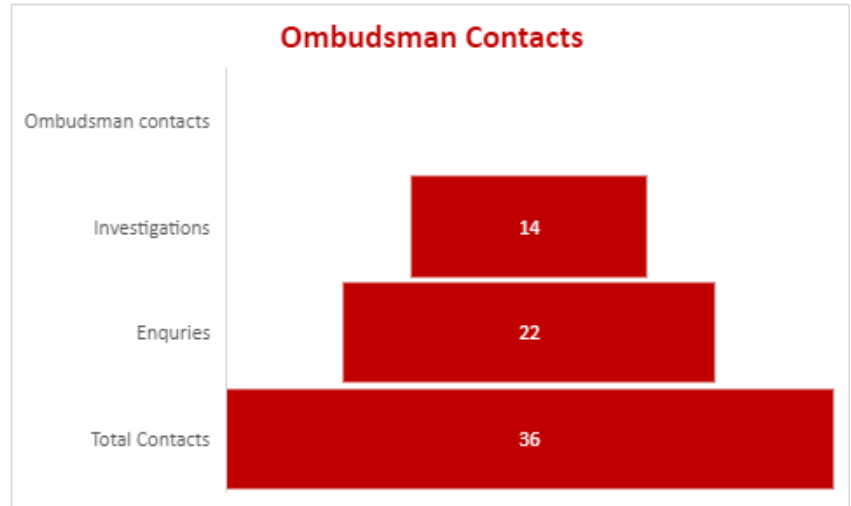
Formal Investigations	Outcomes				Total	Timescales		Total
	Upheld	Partially upheld	Not upheld	Inconclusive		Timescale met	Timescale not met	
Finance	2	9	9	0	20	20	0	20
Business Improvement, HR and Comms	1	0	0	0	1	1	0	1
Business Support and Governance	0	1	2	0	3	3	0	3
Legal Services	1	0	0	0	1	1	0	1
Regeneration and Culture	5	10	9	0	24	21	3	24
Environment and Transport	12	17	5	1	35	31	4	35
Adults Social Care	7	9	3	0	19	19	0	19
Communities	1	1	1	0	3	3	0	3
Education, Early Start and Prevention	5	8	6	0	19	19	0	19
Children's Social Care and Safeguarding	9	20	16	0	45	44	1	45
Public Health	0	0	0	1	1	1	0	1
Total	43	75	51	2	171	163	8	171

5. OMBUDSMAN



This year has seen an increase in the number of Local Government and Social Care Ombudsman contact compared to last year's total of 28. Our annual review letter was received in July 2022, where it outlined our performance in the areas of:

- Complaints upheld
- Compliance with recommendations
- Satisfactory remedy provided



Business Unit	Number of Enquiries	Outcome Status
Finance	2	1 Not considering as not enough evidence of fault 1 Local Authority to pursue
Legal Services	1	Outside Ombudsman's jurisdiction
Regeneration and Culture	5	3 Local Authority to pursue 1 Outside of Ombudsman's jurisdiction 1 No fault or injustice
Environment and Transport	2	1 Out of Ombudsman's jurisdiction 1 Not considering as not enough evidence of fault
Adult Social Care	2	1 Out of timescale 1 Closed after initial enquiries
Communities	1	Not considering as not enough evidence of fault.
Education, Early Start and Prevention	2	1 Local Authority to pursue 1 Linked into an already ongoing investigation.
Children's Social Care and Safeguarding	5	1 Local Authority to pursue 1 not considering as not enough evidence of fault 1 outside of Ombudsman's jurisdiction 1 closed after initial enquiries 1 pending
Berneslai Homes	2	1 discontinued investigation 1 pending
Total	22	

Business Unit	Number of Investigations	Outcome Status	Remedy
Regeneration and Culture	5	3 Fault with injustice 1 Fault with no injustice 1 Closed after initial investigation	3 cases resulted in financial redress being accepted and learning identified for services to complete
Adults Social Care	4	2 Fault with injustice 1 not considering 1 pending	1 resulted in financial redress and learning identified for services to complete. 1 resulted in the council clearing a debt and learning identified
Education, Early Start and Prevention	3	3 Fault with injustice	2 Financial redress 1 Ombudsman satisfied with action and remedy taken
Children's Social Care and Safeguarding	1	Closed after initial enquiries. To pursue with Information Commissioner's Office	
Berneslai Homes	1	Local settlement reached	Local Settlement
Total	14		

OMBUDSMAN ENQUIRIES



OMBUDSMAN INVESTIGATIONS



6. WHO, HOW, WHERE?

81% of complaints were made by the person who was in receipt of the service. 19% were made by someone who was representing or advocating for the person in receipt of the service, this could be a family member, an advocate, or another person who the person who was in receipt of the service had agreed for them to act on their behalf.



81% service user



19% representative/ Advocate

An independent advocacy service is available for Children's and Adult Social care complainants through Dial Barnsley.



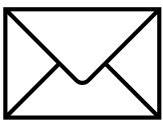
70% The number of complaints made online has increased this year from last year's position of 53%.



13% More complaints are being made via email than telephone.

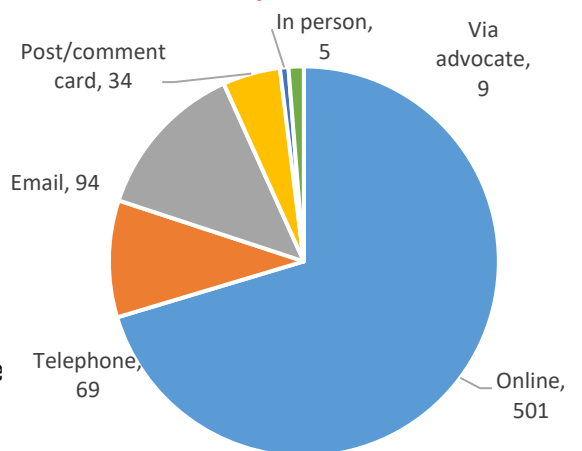


10% Complaints received by telephone has reduced again this year from 19% last year.



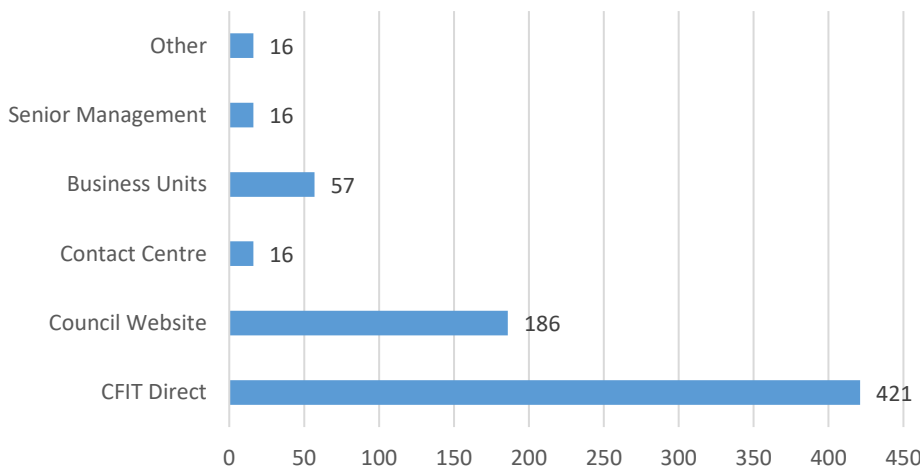
4% There has been a further reduction in complaints being made by post, with 5% being made this way last year.

How Complaints are made



- Online
- Telephone
- Email
- Post/comment card
- In person
- Via advocate

Where complaints are being received



59%



The trend continues that most of the complaints are being raised directly with the Customer Resolution Team. However, this is a decrease in number from 75% last year.

LEARNING FROM FEEDBACK

Learning from our investigations is important to us. During the investigations we undertake we look at what may have gone wrong, why and what we can do to improve the services we provide. Below are a few examples of the learning we have identified from our complaint investigations and improvements we are working towards achieving.

CUSTOMER COMMUNICATION

We recognise the importance of how we communicate with our customers, and we have identified opportunities to learn from what our customers have experienced in the following areas:

Children's Social Care and Safeguarding agreed to look at the different types of social care assessments that we do and provide clarity on these and how they link to legislation and their thresholds for access. We agreed to do this through looking at our local offer.

Highways identified where notifications for reports of road defects are received communication between departments was to be improved where it is identified that the road is unadopted but is owned by the council.

PROCESSES AND PROCEDURES

Customers shared with us their experiences of using our services and from this we identified opportunities where we could improve our procedures, so that our customers experienced improved service delivery and our staff had clearer guidance. Here are a few improvements we identified:

Financial services have reviewed their telephone system with a view to implementing a more user-friendly service to create a better customer services experience.

Waste management agreed to review their fly tipping processes and IT system with a view of improving the clarity of information made available on the online fly tipping status update map in relation to progress status associated with each report.

WORKING TOGETHER

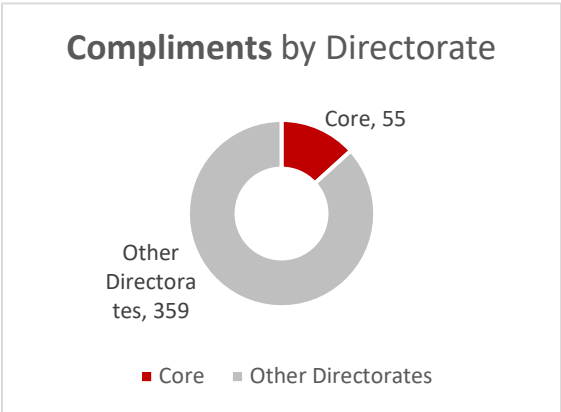
It is important that we are seen by the customer as one council and therefore the services we provide are seamless and coordinated as much as it is possible. We have therefore listened and learnt from our customers who have told us this has not always been the case and below are a few of the improvements we are working to achieve:

Planning Services identified several changes that they needed to make to their masterplan framework consultations in relation to engagement with stakeholders, consideration of demographic profiles and requirements for additional support.

The **Contact Centre** agreed to work with Waste Management services to look at how we received information to enable timely feedback to be provided to customers where collections have been missed.

CUSTOMER FEEDBACK

CORE DIRECTORATE



A total of **55** compliments have been received. This is a decrease on the numbers reported last year (70).

The Business Improvement, Human Resources and Communications business unit received **27** compliments, the highest number for this directorate.

76 complaints were received this is an increase from last year. **30** were registered as early resolutions and **46** formal investigations. Unfortunately, 22 customers decided to discontinue with their complaint either through withdrawing their complaint or through no further engagement.



There were **3** Local Government and Social Care Ombudsman contacts, and none of these progressed onto investigation.

82% of complaints for this directorate were made online. **89%** of the complaints were made by the customer themselves.

For this directorate our customers told us they were unhappy with **how we were delivering our services** (our processes and procedures)

EARLY RESOLUTIONS



30

OUTCOMES



Upheld	22
Partially upheld	13
Not upheld	19
Inconclusive	0

RESOLUTIONS



Most complaints were resolved through an explanation

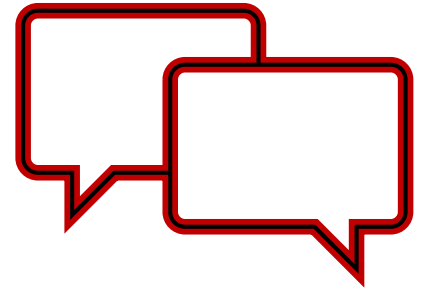
TIMESCALES



100% of complaints progressed through the procedure were responded to within the agreed timescale

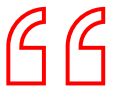
CUSTOMER FEEDBACK

CORE DIRECTORATE



Here are some examples of the compliments we've received:

A compliment was received for the Customer Resolution Team from a customer who said:



I would like to thank you for your effort to get my complaint resolved. You are a credit to your employer, and I hope that they realise what a conscientious employee you are.



The Legal Service received this positive feedback from a customer:

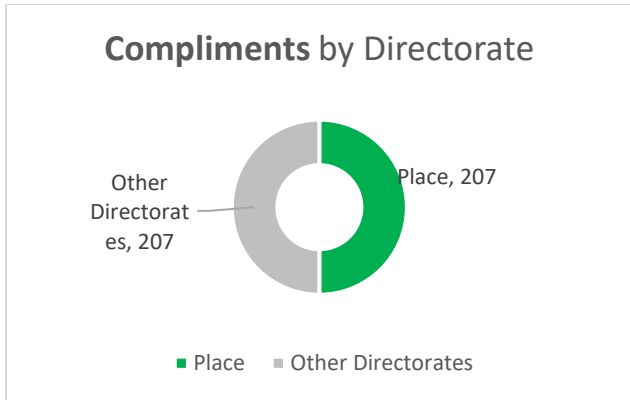


I would like to give my sincere thanks to both yourself and your team for your assistance, patience and thoroughly professional handling of this situation, Barnsley Council are lucky to have you in their service.



CUSTOMER FEEDBACK

PLACE DIRECTORATE



A total of **207** compliments have been received, meaning that **50%** of the total compliments received by the council were received for this directorate. This is an increase from the 197 reported last year.

The Environment and Transport business unit received the highest number of compliments.



402 complaints were received this year, this is an increase on last year. **246** were registered as early resolutions and **156** formal investigations. Unfortunately, 97 complaints were discontinued by the customer withdrawing their complaint or through not engaging with the complaints process further.




For this directorate most of our customers told us they were unhappy with **how we were delivering our services** (our processes and procedures).

There were **12** Ombudsman contacts for this directorate. 5 of these were investigated by the Ombudsman with outcomes of 3 fault with injustice, 1 fault with no injustice and 1 was closed after initial investigation.


83% of complaints for this directorate were made online. **95%** of the complaints were made by the customer themselves.

EARLY RESOLUTIONS




246

OUTCOMES




Upheld	198
Partially upheld	55
Not upheld	44
Inconclusive	8

RESOLUTIONS



Most complaints were resolved through an apology

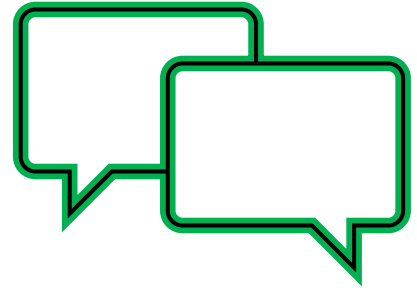
TIMESCALES



97% of complaints progressed through the procedure were responded to within the agreed timescale

CUSTOMER FEEDBACK

PLACE DIRECTORATE



Here are some examples of the compliments we've received:

A Waste Management customer told us



"I called on 06/22 to request a bulky collection. The gentleman that took my call was very polite and helpful and logged my request providing me with full details of what he was doing. Two lovely men then arrived on 06/22 to collect my item. They were very friendly and pleasant. They came and just got on with the job which was brilliant. Excellent customer service all round!"



The Planning Service received this positive feedback from a customer:



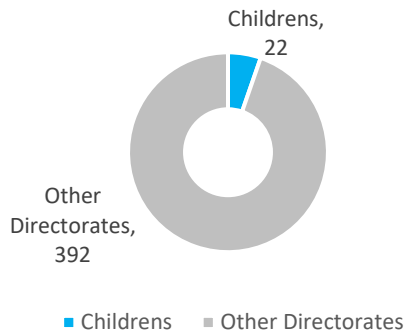
"I just wanted to write to thank M and the surveyor for the prompt, polite and friendly service and it has saved me days/weeks of stress and potentially sped up the sale of my house. Thank you to both of them. The whole process really put my mind at ease as I was concerned there may be delays"



CUSTOMER FEEDBACK

CHILDREN'S SERVICES DIRECTORATE

Compliments by Directorate



A total of 22 compliments have been recorded which is a decrease on the 37 recorded last year.



Children's Social Care Directorate received the highest number of compliments for this directorate with 13.

156 complaints were received this year, this is an increase on last year. 35 were registered as early resolutions and 121 formal investigations. Unfortunately, 57 complaints were discontinued by the customer withdrawing their complaint or through not engaging with the complaints process further.



There were 11 Local Government and Social Care Ombudsman contacts. 4 of these were investigated by the Ombudsman with outcomes of 3 fault with injustice, and 1 was closed after initial enquiries.

For this directorate most of our customers told us they were unhappy with how we were delivering our services (our processes and procedures)

For this directorate 55% of our customers made their own complaint of which 6 complaints were made by children/young people.



EARLY RESOLUTIONS



35

OUTCOMES



Upheld	22
Partially upheld	42
Not upheld	34
Pending	1

RESOLUTIONS



Most complaints were resolved through an explanation

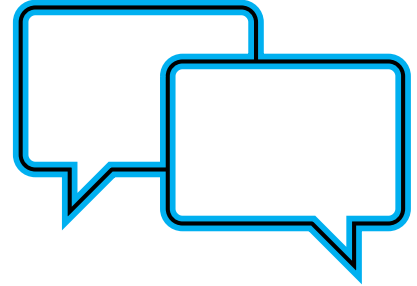
TIMESCALES



92% of complaints progressed through the procedure were responded to within statutory or agreed timescale.

CUSTOMER FEEDBACK

CHILDREN'S SERVICES DIRECTORATE



Here are some examples of the compliments we've received:

A customer told us in relation to our Education, Early Years and Prevention Service:



So, we just want to say a huge thank you to you all! You have truly taken a girl and spun her round; she is just doing fantastic and has a really bright future.....So thankful to you all you have been amazing, we finally did it!"



Children's Services received this positive feedback:

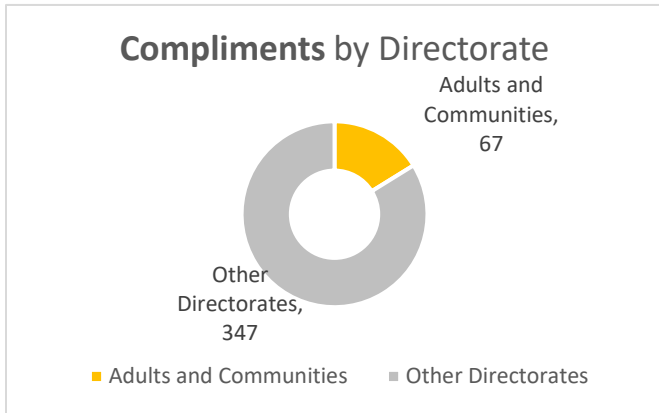


Thanks from the bottom of our hearts, you had the courage to see this through. X has now been given the best chance in life. Thank you very much.



CUSTOMER FEEDBACK

ADULT AND COMMUNITIES DIRECTORATE



A total of **67** compliments have been recorded which is a decrease on the 85 recorded last year.

The Adults Social Care Directorate received the highest number of compliments for this directorate, **37**.



72 complaints were received this year, this is an increase on last year. **19** were registered as early resolutions and **53** formal investigations. Unfortunately, **31** complaints were discontinued by the customer withdrawing their complaint or through not engaging with the complaints process further.




There were **7** Local Government and Social Care Ombudsman contacts. 4 of these were investigated by the Ombudsman with outcomes of 2 fault with injustice, 1 was not pursued further and 1 was pending a decision.

For this directorate most of our customers told us they were unhappy with **how we communicated and consulted with them**.


For this directorate **52%** of our customers made their own complaint. **53%** of our customer made their complaints online.

EARLY RESOLUTIONS




19

OUTCOMES




Upheld	19
Partially upheld	13
Not upheld	8
Inconclusive	1

RESOLUTIONS



Most complaints were resolved through an explanation

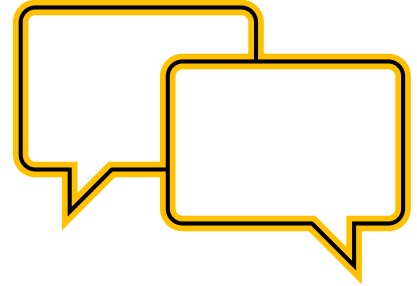
TIMESCALES



100% of complaints progressed through the procedure were responded to within statutory or agreed timescale.

CUSTOMER FEEDBACK

ADULT AND COMMUNITIES' DIRECTORATE



Here are some examples of the compliments we've received:

An Adults Social Care customer told us:



“God bless you, social service called this morning & are looking into any help available ... so I hope you know how thankful I am for all your help in difficult circumstances. You do good work & people like me have their lives enhanced by people like you & I cannot thank you enough. Please pass on my regards to the team, & once again, a HUGE thanks for all your help



A safer Neighbourhood's customer told us:



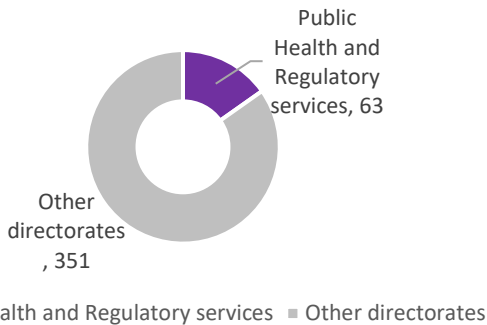
I would like to thank Barnsley Council for their swift action regarding a dispute over land and parking of abandoned vehicles. The gentleman from BMBC was an ASB Warden, Safer Neighbourhoods Service. This matter has been resolved within days of my first email into BMBC. The outcome was not the one that we would have liked but at least now the matter has been resolved and we all know where we stand regarding the land in question. I cannot thank this warden enough for his actions regarding this matter.



CUSTOMER FEEDBACK

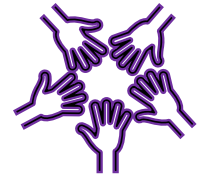
PUBLIC HEALTH AND REGULATORY SERVICES

Compliments by Directorate



A total of **63** compliments have been recorded which is a slight decrease on the 65 recorded last year.

The Public Health service received the highest number of compliments for this directorate, **60**.



6 complaints were received this year, this is an increase on last year. **1** was considered through our early resolution stage and **5** required a formal investigation. Unfortunately, **4** complaints were discontinued by the customer withdrawing their complaint or through not engaging with the complaints process further.



There were no Local Government and Social Care Ombudsman contacts.

For this directorate most of our customers told us they were unhappy with **how we were delivering our services** (our processes and procedures)

For this directorate **83%** of our customers made their own complaint. **83%** of our customers made their complaints online.

EARLY RESOLUTIONS



1

OUTCOMES



Upheld	0
Partially upheld	0
Not upheld	1
Inconclusive	1

RESOLUTIONS



Most complaints were resolved through an explanation

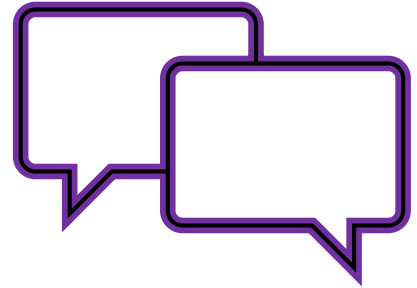
TIMESCALES



100% of complaints progressed through the procedure were responded to within statutory or agreed timescale.

CUSTOMER FEEDBACK

PUBLIC HEALTH AND REGULATORY SERVICES DIRECTORATE



Here are some examples of the compliments we've received for our public health service:



Last week we had our 2-year review with an Officer within the team, we just want to say how helpful we found it. The Officer was really friendly & chatty. It was really reassuring to know that we are on track with development & to be able to ask a professional about potty training & dummy weaning etc. Thank you to the Officer for her patience whilst we made a game of doing the little one's height & weight. The whole service has been amazing, even the SPA service couldn't be more helpful. I love the Facebook messaging service, thank you for making it easy to reach out. Thank you so much for everything you are all doing"



I just want to say a massive thank you for everything you've done for us since July. You've really been there every step of the way. If it hadn't had been for you, I really don't think we would still be breastfeeding. You have been so supportive throughout all our ups and downs, and it would have been so easy for me to doubt myself and give up. I know Health Visitors tend to get a bad name, but you have been an absolute godsend for me and my child. The care and compassion you've shown is second to none and I will forever be grateful to you and for you.



PERFORMANCE REVIEW TABLE

Directorate	Business Unit	Complaints Total			Complaint Outcomes	
		Total number of complaints reported in 2020-21	Total number of complaints reported in 2021-22	Increase/decrease	Total number of complaints upheld (full or in part) 2020-21	Total number of complaints upheld (full or in part) 2021-22
Core	Finance	28	59	Increase	13	29
	Business Improvement, Human Resources and Communications	3	4	Increase	1	1
	Customer Information and Digital Services	9	8	Decrease	9	2
	Business Support and Governance	2	4	Increase	0	2
	Legal Services	0	1	Increase	0	1
	Total	42	76	Overall Increase	23	35
Place	Regeneration and Culture	29	63	Increase	12	29
	Environment and Transport	128	339	Increase	73	224
	Total	157	402	Overall Increase	85	253
Adults and Communities	Adult Social Care	30	49	Increase	14	25
	Communities	13	23	Increase	3	7
	Total	43	72	Overall Increase	17	32
Children's Services	Education, Early Start and Prevention	12	40	Increase	7	17
	Children's Social Care and Safeguarding	55	116	Increase	19	47
	Total	67	156	Overall Increase	26	64
Public Health and Regulation	Public Health (0-19)	3	1	Decrease	0	0
	Regulation Services	8	5	Decrease	1	0
	Total	11	6	Overall Decrease	1	0

CONTACT US



If you need help understanding this document:

Contact: The Customer Resolution Team

Email: customerresolutionteam@barnsley.gov.uk

Westgate Plaza

Westgate

Barnsley

S70 2DR