

Annual customer complaints and compliments report 2022 - 2023



Barnsley – the place
of possibilities.



BARNSLEY
Metropolitan Borough Council

Introduction

We've achieved so many great things this year, it's our aim to make sure 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 people are telling us, manage their expectations and continuously improve our services.

Our annual complaints and compliments report provides information on what our customers have told us about their experiences and expectations of the services they have received during 2022-23. It looks at the complaints and compliments that have been recorded by the council during the period 1 April 2022 to 31 March 2023, including those complaints received about Adult and Children Social Care services.

Not all customer concerns are dealt with as a complaint. Where a customer has contacted the service directly and their concerns are resolved, there is often no requirement to escalate this further through the complaint's procedure. However, they should always be informed of their right to make a complaint and of how to do this.

Customer complaints and compliments are important, and it's our aim to make sure that people feel able to provide us with this information and know how to do this. We aim to respond fairly, in partnership with people and reach a swift resolution where putting it right is at the heart of what we always consider. The Customer Resolution Team 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 website at <https://www.barnsley.gov.uk/have-your-say/complaints-and-compliments/>

Berneslai Homes manage the complaints and compliments received from housing tenants on behalf of the council. Information about the process, the numbers received, and how they have been handled can be found at <https://www.berneslaihomes.co.uk/contact-us/give-a-compliment-comment-or-complaint/>. The council keeps oversight of any housing complaints which may escalate to the Housing Ombudsman Service and the outcome of their enquiries or investigation.

Directorates

The complaints and compliments we receive from our customers are registered against the five main directorates of the council (as they were during 2022-23).

- **Core**
- **Growth and Sustainability**
- **Children's Services**
- **Place Health and Adults Social Care**
- **Public Health and Communities**

If you need help understanding this document please contact: The Customer Resolution Team, customerresolutionteam@barnsley.gov.uk

Key areas to note during 2022-23

- 96% of complaints have been resolved within statutory timescales.
- This year we're pleased to report that there has been an increase in compliments received compared to last year by 38. The number of compliments received also exceeds the number of complaints received. We know from speaking with services that we do receive lots of positive feedback, which could be compliments we could be recording.
- During 2022-23, we worked with services to promote the sharing of compliments so that these can be acknowledged and registered. We'll carry this on during 2023-24 so we can continue to learn and improve as well as understand what is working well.
- We've seen a decrease in the number of complaints we've received by a total of 305 complaints. There are many possible reasons for this such as using learning from previous complaints to make positive changes to our services. It's important that we continue to monitor the number of complaints we're receiving as this is an important indicator to tell us that people know how to make complaints to the council.
- Following a review of process, we've seen a reduction in the number of customers discontinuing with their concerns either by withdrawing their complaint or no longer wishing to engage with the process, with only 16 contacts not being continued with. It is disappointing that some of our customers do not continue with their complaints or withdraw them, and this may be for a variety of reasons not always known to us.
- 100% of customer complaints received were acknowledged within a 5 working day timescale, with 100% of Adults Social Care complaints being acknowledged within the statutory 3 working days.
- The number of complaints which are progressing to the next stage in our procedures has also decreased, albeit we've received a higher number of Stage 3 complaints in 2022-23 (however, these relate to complaints that we received during the previous year).
- The number of complaints received from the Local Government and Social Care Ombudsman has decreased by 8 which is positive to report.
- We've also seen an overall increase in the number of complaints that are escalating to the Ombudsman office. This is mainly related to complaints that are escalating to the Housing Ombudsman and are managed by Berneslai Homes. More information about Berneslai Homes' complaints can be found [here](#).

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 keywords.

- **Complaint:** this is where someone has told us that they're unhappy about something we may have done, the services we're delivering or how we've delivered the services.
- **Compliment:** this is where someone has told us that they're happy and satisfied with something we may have done, the services we're delivering or how we've delivered the services.
- **Early resolution:** we want to resolve complaints as quickly as we can 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've 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've received but unfortunately, the person does not engage with us, the process or they have decided to withdraw their complaint. A complaint which is resolved should 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. People can complain to them if they remain unhappy after having their complaint considered by us through our complaint procedure. For more information on what they do please visit their website at <https://www.lgo.org.uk/>

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. These are a few examples of the learning identified for each Directorate from the complaint investigations and the improvements we're working towards achieving.

Core Services

- Areas our employees would benefit from further training.
- The review of identified new processes relating to Finance and Governance.
- Updating documentation to support our employees with good complaints management.

Growth and Sustainability

- Updating web information on the council's approach to defect repairs.
- Working with our employees on right-first-time collections.
- Consideration to be given to the assessment of priority for customer contacts in Highway Services.

Children's Services

- How we are communicating with our families and the timeliness of this.
- The timeliness of issuing Educational Health Care Plans to our families.
- Review of our Local Offer webpage in respect of parent and carer assessments.

Place Health and Adult Social Care

- Letters to be reviewed for clarity, conciseness, ease to understand and full representation of the information required.
- Reminder to be issued to our staff members on timeliness of issuing invoices, advice on splitting payments and employing personal assistants.
- Improvements to be made with checks to ensure that financial assessment include only current valid disregards.

Public Health and Communities

- Review of information provided on the pin on a map system and how these jobs are closed down.

Council overview - complaints and compliments

Compliments

Growth and sustainability	221
Public Health and Communities	87
Place Health and Adult Social Care	82
Core Services	39
Children's Services	23

Complaints

Growth and sustainability	183
Children's Services	86
Core Services	73
Public Health and Communities	37
Place Health and Adult Social Care	27

Complaints

406 complaints

(decrease on previous year)

27 complaints were statutory
Adult social care complaints

52 complaints were statutory
Children's Social Care complaints

327 complaints were corporate
complaints

24 complaints progressed to the
next stage of the procedure

7 Children's Social Care
complaints were considered at
Stage 3

259- early resolutions

147 - formal investigations

16 - discontinued or withdrawn

131 - Upheld

136 - Partially upheld

110 - Not upheld

6 - Inconclusive

7 - Pending

25 Local Government and Social
Care Ombudsman contacts

96% of complaints responded to
within timescales

82% complaints made directly by
the customer

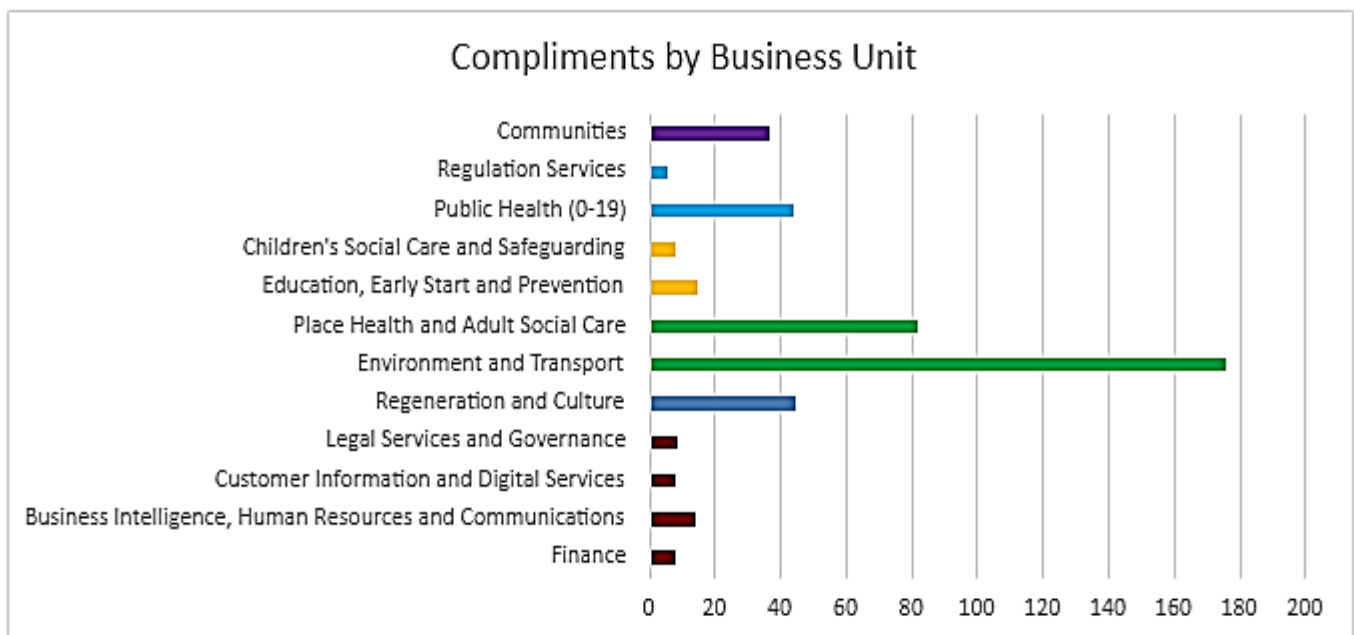
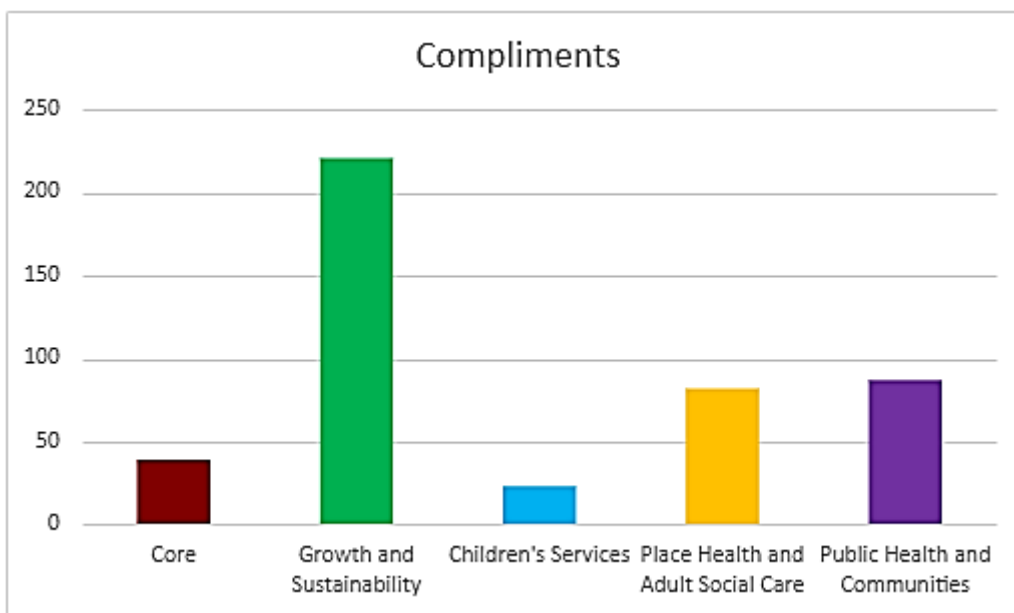
67% complaints made online.

Main trend: unhappy with how we
deliver our services (processes and
procedures)

Closer look at our compliments and complaints data

1. Number of compliments

There has been an increase in the number of compliments we've recorded this year, 452 compared to last year, 414. The Growth and Sustainability directorate received the highest number of compliments with 49% of the total compliments being received in this directorate alone (221). Most of the compliments we received related to our organisational value of 'We're proud'.



2. Number of complaints and resolution method

We received 406 complaints during 2022-23. 16 of these were discontinued by people either withdrawing their complaint or no longer wishing to engage with the process, leaving 390 complaints which received a resolution.

It's positive that the changes we've made to our process for dealing with discontinued complaints is working. We're seeing a significant reduction in the number of complaints which are being recorded as discontinued.

There has been a decrease in the number of complaints we received this year compared to last year's figure (711), even when compared with the number of discontinued complaints been discounted from the total number (501). Most complaints were resolved through early resolution this year, which is positive to note, with less complaints requiring formal investigation.

16 complaints were discontinued during 2022-23 either through people withdrawing their complaint or through not engaging with the complaints process further. These covered complaints about our employees, how we delivered our services and how we communicated with people. Following changes made in 2022-23, we've seen a significant reduction in the number of complaints being recorded as discontinued.

Directorate	Early resolution	Formal investigation	Total complaints
Core	61	12	73
Growth and Sustainability	141	42	183
Children's Services	32	22	54
Place Health and Adult Social Care	5	54	59
Public Health and Communities	20	17	37
Total	259	147	406



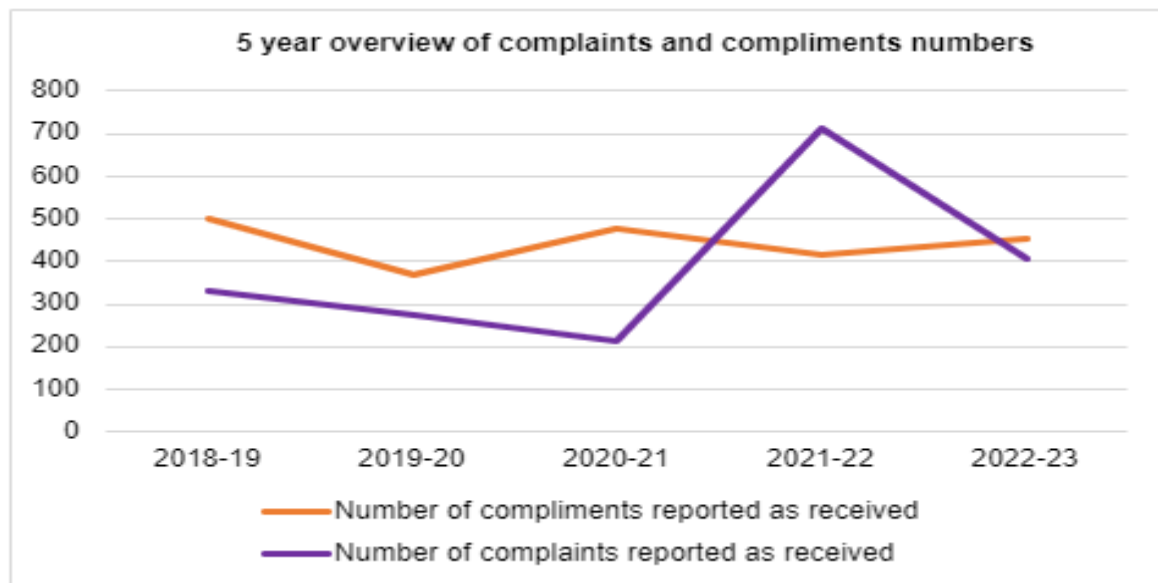
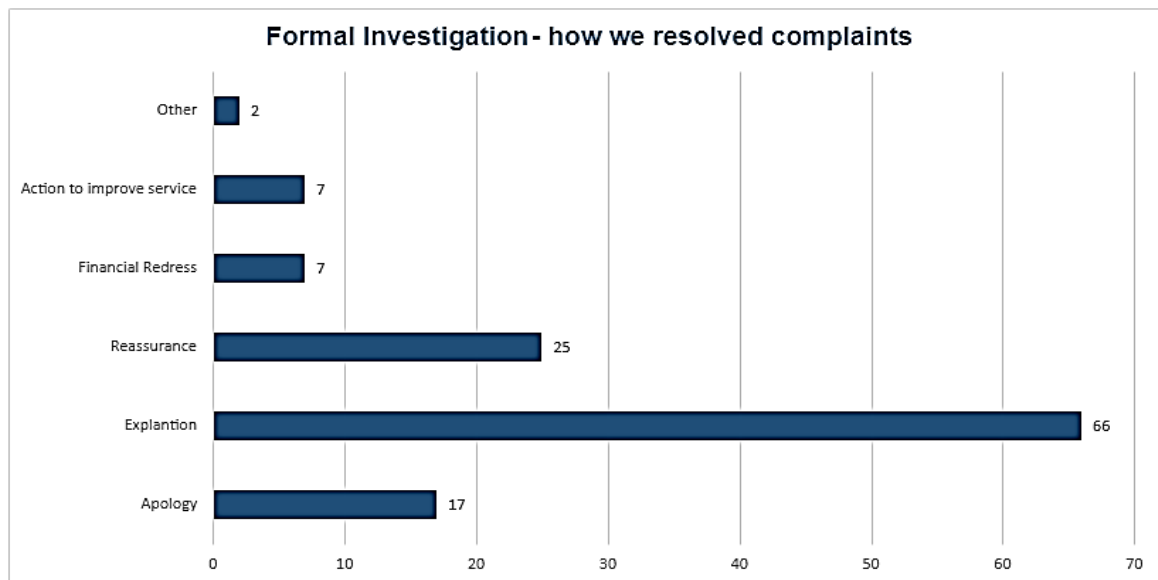
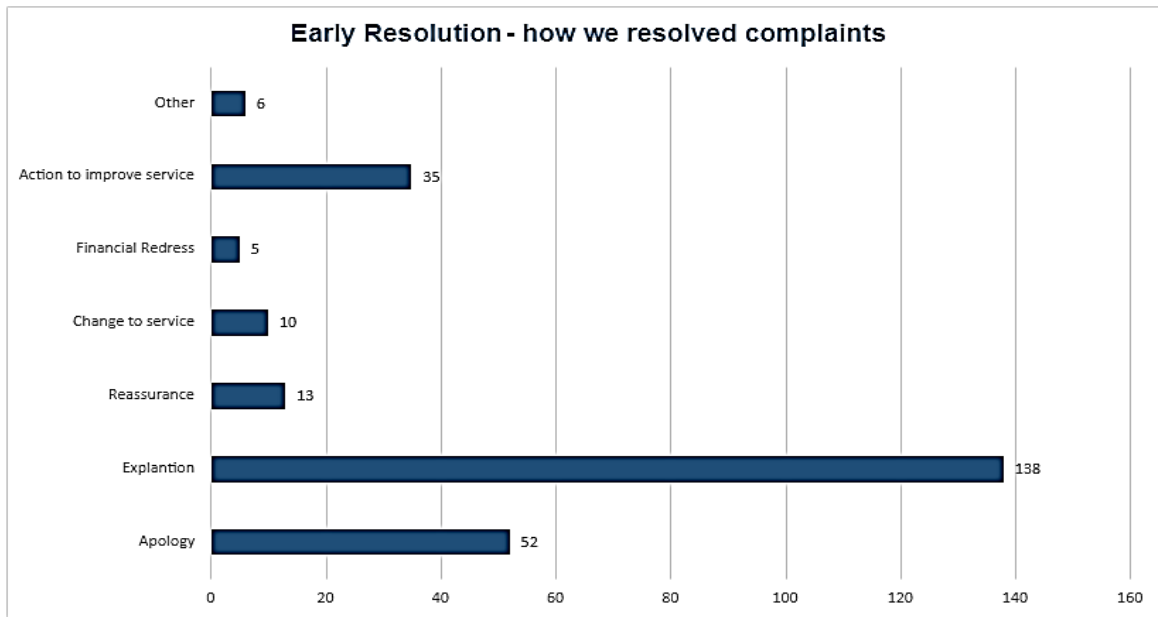
4 Children's Social Care complaints moved onto a stage 2 investigation of which 1 case was partially upheld and 1 case was not upheld. 2 cases were still ongoing at the time we produced this report.



7 Children's Social Care complaints (received in the previous year) progressed to stage 3 and 1 was upheld and 6 were partially upheld.



20 Corporate complaints moved to the review stage of the process and 1 was upheld, 4 were partially upheld, 14 were not upheld and 1 was still ongoing.

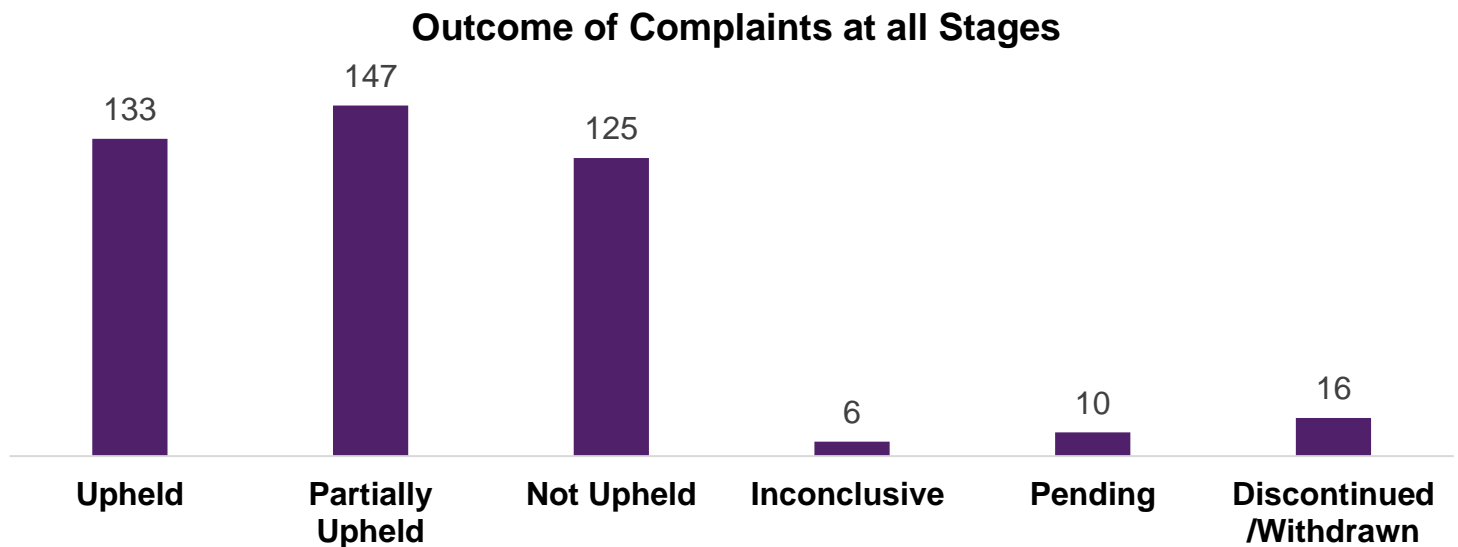


3. Type of complaint

Most of our complaints were about how we deliver our services (our processes and procedures) and how we're communicating with people. 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 people should be receiving.



We've either upheld or partially upheld most of the complaints we've received, agreeing that we need to improve and learn from what people are telling us. We've provided an explanation to them as a resolution to their complaint to explain what went wrong and what we'll 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 **96%** of all our complaints within timescales for all stages, and **98%** for those complaints considered at early resolution. With **96%** at formal investigation. This is unfortunately a slight decrease in performance upon last year's figure of **97%**.

We'll continue to work to improve meeting the timescales as this is both important to us and the people who use our services. Sometimes due to availability and the complexity of some complaints timescales are exceeded. We always aim to keep people informed 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	14	16	1	46	46	0	46
Customer Information and Digital Services	3	6	4	0	13	13	0	13
Legal and Governance	2	0	0	0	2	2	0	2
Regeneration and Culture	5	8	6	0	19	19	0	19
Environment and Transport	61	39	22	0	122	121	1	122
Place Health and ASC	2	1	2	0	5	4	1	5
Children's Social Care	6	15	9	2	32	30	2	32
Public Health	0	1	0	0	1	1	0	1
Communities	9	5	5	0	19	19	0	19
Total	103	89	64	3	259	255	4	259

Formal Investigations	Outcomes				Total	Timescales		Total
	Upheld	Partially upheld	Not upheld	Inconclusive		Timescale met	Timescale not met	
Finance	3	2	1	0	6	6	0	6
Business Intelligence, HR and Comms	1	0	0	0	1	1	0	1
Legal and Governance	1	0	1	0	2	2	0	2
Regeneration and Culture	2	1	9	1	13	13	0	13
Environment and Transport	4	10	5	1	20	20	0	20
Place Health and ASC	6	8	5	0	19	17	2	19
Children's Social Care	6	11	12	0	29	28	1	29
Education, Early Start and Prevention	2	10	7	0	19	18	1	19
Public Health	0	0	0	1	1	1	0	1
Communities	3	4	6	0	13	12	1	13
Regulation	0	1	0	0	1	1	0	1
Total	28	47	46	3	124	119	5	124

*16 contacts discontinued/withdrawn and 7 pending a response



There were 24 complaints which continued onto Stage 2 of the Complaints Procedures. Of these 21 met the agreed/statutory timescale and 3 were pending at the time of reporting.



There were 7 children's social care complaints, from the previous year, that progressed onto Stage 3 in 2022-23. Unfortunately, none of these met the statutory timescale to arrange the panel within due to the availability of all attendees.

5. Ombudsman

We've had 25 contacts (20 enquiries and 5 investigations) from the Local Government and Social Care Ombudsman compared to last year's total of 36. Our annual review letter is expected to be received in July 2023, where it should outline our performance in the areas of:

- Complaints upheld
- Compliance with recommendations
- Satisfactory remedy provided

We've also included Berneslai Homes data in the table below.

Business Unit	Number of enquiries	Outcome status
Legal Services	1	Outside jurisdiction
Regeneration and Culture	6	2 outside LGSCO jurisdiction, 1 not enough evidence of fault, 1 LA to pursue, 1 no further action, and 1 out of time
Environment and Transport	3	2 not enough evidence of fault and 1 outside LGSCO jurisdiction
Adult Social Care	1	LA to pursue through complaints
Education, Early Start and Prevention	2	1 outside LGSCO jurisdiction & 1 not enough evidence of fault
Children's Social Care and Safeguarding	6	1 not enough evidence of fault, 1 discontinued investigation, 1 outside LGSCO jurisdiction, 1 no further action, and 2 pending
Communities	1	Out of jurisdiction
Berneslai Homes	10	Did not progress to investigation

Business Unit	Number of Investigations	Outcome Status	Remedy
Regeneration and Culture	1	Pending	
Adults Social Care	1	Fault with injustice	Apology, financial redress (£300). Learning for service/provider
Education, Early Start and Prevention	1	Pending	
Children's Social Care and Safeguarding	2	1 no fault and no injustice and 1 no fault but injustice caused	Apology and financial redress (£300)
Berneslai Homes	10	1 withdrawn, 1 reasonable redress, 7 no maladministration, 2 out of jurisdiction and 4 pending*	

6. Who, how, where?

82% of complaints were made by the person who was affected by the service. **18%** were made by someone who was representing or advocating for the person receiving the service. This could be a family member, an advocate, or someone who the person has agreed for them to act on their behalf.

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

How the complaint was made	Number of complaints
Online	272
Email	59
In person	1
Telephone	50
Post	24
Via Advocate	0

Where the complaints are being received	Number of complaints
Into the Customer Resolution team	305
Into services	31
Council website	30
Contact Centre	19
Senior Management	10
Other	11

- The number of complaints made online has decreased from 70% to 67%
- We've had 15% more complaints being made via email than by telephone.
- Complaints received by telephone have slightly increased from 10% to 12%
- Slight increase in complaints being made by post, with 4% being made this way.
- The number of complaints received directly into the Customer Resolution Team has increased from 59% to 75%.

Focus on Core

Compliments

39 compliments
(55 previous year)

Highest business unit: Business Intelligence, Human Resources and Communications - 14

The experience has been a rewarding one and that the Customer Resolution Team have good customer service standards.

A really helpful, kind lady answered the phone, listened to my complications, and sorted out my problem, with understanding. We need more people in the workplace like that lady. Thank you for the perfect customer service. Much appreciated

Complaints

73 complaints
(slight decrease on previous year)

61 - early resolutions
12 - formal investigations
3 - discontinued or withdrawn

70% complaints made online.

89% complaints made directly by the customer.

1 Local Government and Social Care Ombudsman contact

Main trend: unhappy with how we deliver our services (processes and procedures)

Upheld - 25
Partially upheld - 22
Not upheld - 22
Inconclusive - 1

Most complaints were resolved through an explanation

100% of complaints responded to within timescales

1 complaint progressed. Partially upheld.

Someone told us that they were unhappy that we continued to get their personal details incorrect in our correspondence with them in relation to council tax. They were also unhappy that we had failed to take an additional amount owed, as we had instructed we would take, as part of an already agreed Direct Debit. Failure to do this had caused arrears which had had additional implications.

The council tax team responded to this complaint as an early resolution. They updated the personal details as well as making the necessary arrangements for the additional amount owed to be taken as instructed. The service tried to contact them to discuss their concerns and followed up the action taken with an email advising them to come back to the service if they required any more information.

Focus on Growth and Sustainability

Compliments

221 compliments
(207 previous year)

I think you are excellent at doing your job and you clearly enjoy doing it. This is very evident in the way that you consistently carry out your duties and deliver on promised information.

Highest business unit: Environment and Transport - 149

We used the pet crematorium service at Cannon Hall and were treated with kindness and respect through what is a difficult time. I can't praise [staff member] enough for the way they looked after our pet, they made a difficult time feel a little easier. I would highly recommend the service. Thank you

Complaints

183 complaints
(decrease on previous year)

80% complaints made online.

10 Local Government and Social Care Ombudsman contacts

141 - early resolutions

42 - formal investigations

5 - discontinued or withdrawn

97% complaints made directly by the customer.

Main trend: unhappy with how we deliver our services (processes and procedures)

Upheld - 72
Partially upheld - 58
Not upheld - 42
Inconclusive - 2

Most complaints were resolved through an explanation

99% of complaints responded to within timescales

7 complaints progressed to next stage. 1 was upheld and 6 were not upheld

Someone told us they were unhappy that we had failed to complete a waste collection for a whole street. Despite reporting this, it happened again resulting in two missed collections.

The waste management service investigated this complaint as a formal investigation. An apology was given for the service they had received falling short of what the council expects. It was identified there were a number of issues which had impacted upon the collections relating to a miscommunication within the service, a vehicle breakdown, and a road closure at the time. The service acknowledged the issues connected to the collections and implemented additional controls, a site visit, as well as advising on where updates on service disruptions can be found on the council's website.

Focus on Children's Services

Compliments

23 compliments
(22 previous year)

I really appreciate everything you've done to help us, there aren't many people out there that care about doing their job, so I'm really glad we got to work with you because you're amazing.

Highest business unit: Education, Early Start and Prevention Services - 15

We cannot thank the adoption team enough for the help they gave us. Especially [staff member]. They went above and beyond in informing us and helping us when they could. They were just a phone call away when we needed to ask any questions and really put us at ease throughout the process. Thank you

Complaints

86 complaints
(decrease on previous year)

11 Local Government and Social Care Ombudsman contacts

50% complaints made directly by the customer (3 were made by children and young people)

32 - early resolutions

54- formal investigations

4 - discontinued or withdrawn

42% complaints made online.

Main trend: unhappy with how we deliver our services (processes and procedures)

Upheld - 14
Partially upheld - 36
Not upheld - 28
Pending- 2

Most complaints were resolved through an explanation

89% of complaints responded to within timescales

12 progressed to stage 2 .

7 progressed to stage 3.

A customer told us that they were unhappy that Children's Services had failed to respond to them in the agreed timeframe as well as failing to address the discrepancies they had raised in relation to a plan.

Children's Service investigated this complaint as a formal investigation.

The investigation identified that while a timeframe for response had been agreed, it had also been explained that unfortunately due to the nature of the role of social workers there may be a possibility that this is not always possible to adhere to. The investigation considered the discrepancies raised in relation to the plan but did not uphold this point of complaint.

Focus on Place Health and Adult Social Care

Compliments

82 compliments (67 previous year) **Highest business unit:** Adult Social Care

Reaching out to say thank you for the input you have with xx and their transition from child to adult's social care. You have set the ball rolling and sorted out everything which put my mind at ease. You are a fabulous social worker and Barnsley is very blessed to have you. Thank you once again

A customer told us that they had lost their emergency call pendant and within 30 minutes the responders arrived at their home with a new one. They said that the responders were lovely and like a breath of fresh air, they were laughing and joking with them. They said the laughter with them was better than any medicine. They described them as amazing, and they wanted to thank them for making their day. They said thank you all for the fantastic service.

Complaints

27 complaints
(decrease on previous year)

2 Local Government and Social Care Ombudsman contacts

48% complaints made directly by the customer

5 - early resolutions

22 - formal investigations

2 - discontinued or withdrawn

44% complaints made online.

Main trend: unhappy with how we communicated and consulted with them

Upheld - 8
Partially upheld - 9
Not upheld - 7

Most complaints were resolved through an explanation

87% of complaints responded to within timescales

1 complaint progressed to next stage. It was not upheld.

A complaint was received by a family member on behalf of the person in receipt of the service. They explained that they were unhappy with the fairer charging assessment decision in relation to the consideration of Disability Related Expenditure. They felt the Council had failed to follow the core principles within the assessment.

Adults Social Care responded to this complaint as a formal investigation. Following the investigation, the council did not uphold the complaint however, the findings did show there were things which needed to be addressed and for this reason agreed to complete an up-to-date social care and financial assessment in line with the Care Act 2014.

Focus on Public Health and Communities

Compliments

87 compliments (63 previous year)

Highest business unit:

Public Health service - 44

What an amazing health visitor! This person is kind, professional, friendly, open and goes absolutely above and beyond. They are supportive beyond belief and they gave me the confidence as a parent with their honesty and encouragement.

Thank you so very much indeed, for your patience and help. I'm sending a compliment to Barnsley Council about our interaction, when life's so hard and difficult, people like you help without any issues to make things a bit easier, it makes all the difference

Complaints

37 complaints

(increase on previous year)

1 Local Government and Social Care Ombudsman contacts

95% complaints made directly by the customer

20 - early resolutions

17 - formal investigations

2 - discontinued or withdrawn

73% complaints made online.

Main trend: unhappy with how we deliver our services (processes and procedures)

Upheld - 12
Partially upheld - 11
Not upheld - 11
Inconclusive - 1

Most complaints were resolved through an explanation

97% of complaints responded to within timescales

3 complaints progressed to next stage. 1 was partially upheld and 2 were not upheld.

Someone told us that they were unhappy that we did not open a library at the time we had stated it would be open. They felt this did not demonstrate good customer services and caused an inconvenience to the customer.

The Communities Service responded to this complaint as an early resolution.

The investigation identified that due to unforeseen circumstances the library was unable to be opened that day and the processes in place to manage this type of situation was not fully operated on the day in question. An apology was issued and reassurance that the processes had been reviewed to ensure this would not happen again.

Performance review table

Directorate	Business Unit	Complaints Total			Complaint Outcomes	
		Total number of complaints reported in 2021-22	Total number of complaints reported in 2022-23	Increase/decrease	Total number of complaints upheld (full or in part) 2021-22	Total number of complaints upheld (full or in part) 2022-23
Core	Finance	59	54	Decrease	29	34
	Business Intelligence, Human Resources and Communications	4	1	Decrease	1	1
	Customer Information and Digital Services	8	14	Increase	2	9
	Legal and Governance	5	4	Decrease	3	3
	Total	76	73	Decrease	35	47
Growth and Sustainability	Regeneration and Culture	63	34	Decrease	29	16
	Environment and Transport	339	149	Decrease	224	114
	Total	402	183	Decrease	253	130
Place Health and ASC	Place Health Adult Social Care	49	27	Decrease	25	17
	Total	49	27	Decrease	32	17
Children's Services	Education, Early Start and Prevention	40	21	Decrease	17	12
	Children's Social Care and Safeguarding	116	65	Decrease	47	38
	Total	156	86	Decrease	64	50
Public Health and Communities	Public Health (0-19)	1	2	Increase	0	1
	Regulation Services	5	1	Decrease	0	1
	Communities	23	34	Increase	7	21
	Total	29	37	Increase	7	23
Total	All	712	406	Overall Decrease	391	267

PERFORMANCE REVIEW TABLE - COMPLIMENTS

Directorate	Business Unit	Compliments Total		
		Total number of compliments reported in 2021-22	Total number of compliments reported in 2022-23	Increase/decrease
Core	Finance	14	8	Decrease
	Business Improvement, Human Resources and Communications	27	14	Decrease
	Customer Information and Digital Services	9	8	Decrease
	Legal Services and Governance	5	9	Increase
	Total	55	39	Decrease
Growth and Sustainability	Regeneration and Culture	33	45	Increase
	Environment and Transport	174	176	Increase
	Total	207	221	Increase
Place Health and ASC	Adult Social Care	37	82	Increase
	Total	37	82	Increase
Children's Services	Education, Early Start and Prevention	9	15	Increase
	Children's Social Care and Safeguarding	13	8	Decrease
	Total	22	23	Increase
Public Health and Communities	Public Health (0-19)	60	44	Decrease
	Regulation Services	3	6	Increase
	Communities	30	37	Increase
	Total	93	87	Decrease
Total	All	414	425	Increase