

# ANNUAL CUSTOMER FEEDBACK REPORT

## 2019-20



COMPLAINTS

COMPLIMENTS

LEARNING

COMMENTS



**BARNLSLEY**  
Metropolitan Borough Council

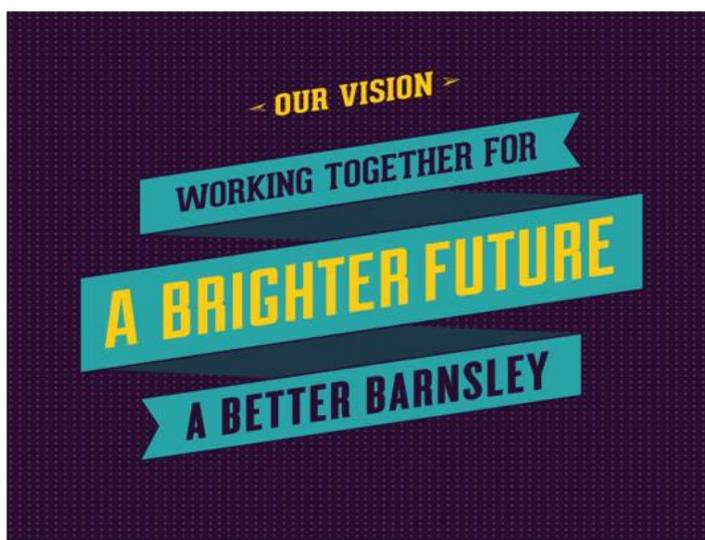
# INTRODUCTION

Welcome to Barnsley Council's annual customer feedback report, which provides the Council, partners and members of the public with important information on what our customers have told us about their expectations and experiences of the services they have received during 2019-20. This report looks at all of the complaints, compliments and comments that have been recorded by the Council during the period 1 April 2019 to 31 March 2020, 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. This is why customer feedback is important, and why it is our aim to ensure that our customers feel able to provide us with feedback 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.

It is also vital to continuous service improvement to know when things have gone right and when people are happy with the services they receive. However, on those occasions when things go wrong, complaints are equally valuable because they provide a chance to identify areas for improvement to ensure the same mistakes are not repeated in the future. Not all customer concerns need to be processed as a complaint and where a customer has contacted the service direct and their concerns are resolved by the service there is no need to escalate these to the Council's complaints procedures. Therefore, the information reported on below does not include these concerns unless the customer remained unhappy and pursued their concerns further.

The Customer Feedback, Information and Improvement Team are part of the Business Improvement, Human Resources and Communications business unit and are responsible for the management, facilitation and collation of all customer feedback received for the Council.



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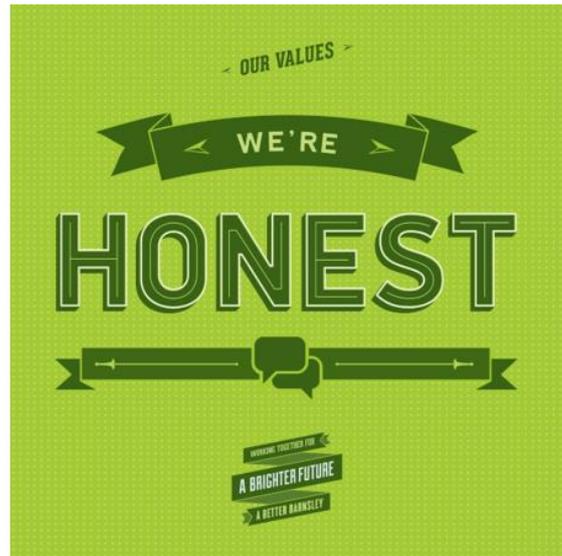
Customer Feedback Data

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# WE VALUE YOUR FEEDBACK



We've received a total of **369** compliments



We received **275** complaints and agreed that there were things we could improve upon for **163** of these complaints



We listen to what our customers say and learn when things go wrong - see our learning from feedback page



There have been **41** Ombudsman contacts received

# CUSTOMER FEEDBACK

The customer feedback we receive from our customers is registered against the five main directorates of the Council. What each directorate does is described below.

## Core

This directorate provides both internal and external services that are core to how the Council operates. These include: Finance (such as payments and council tax); Human Resources (services for employees); Business Improvement and Intelligence, Communications, Customer Information and Digital Services, 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 also enabling Strong and Resilient Communities. The types of services this includes are: Environment and Transport (such as waste management, parks, highways and engineering, neighbourhood services, bereavement services and home to school transport); Regeneration and Culture (such as planning and re-design of the town centre and principal towns, museums and visitor sites, housing and energy, employment and skills, and transportation).

## Children's

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

## Adult's and Communities

This directorate services the communities within the borough and includes services such as Customer services (such as libraries, customer support and contact centres); Stronger, Safer and Healthier Communities (such as safer neighbourhoods and enforcement) and Adult Social Care and Health.

## Public Health

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



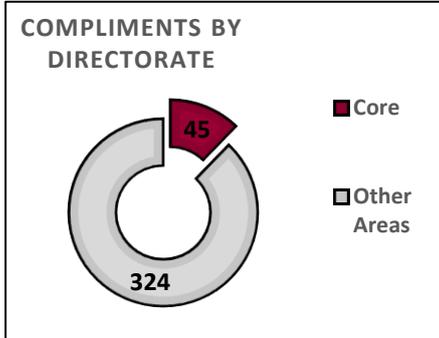
The Council has two complaints procedures; the management of customer feedback which has two stages, and the management of children's social care procedures which has 3 stages. All complaints that do not relate to children's social care will be processed through the first procedure. For further information on either of these procedures you can visit our internet page at <https://www.barnsley.gov.uk/have-your-say/complaints-compliments-and-comments/>

# CUSTOMER FEEDBACK

## CORE DIRECTORATE



There are **30+** teams in this Directorate



Core services received **45** compliments this year. This is an increase from last year.

The Business Improvement, Human Resources & Communications business unit received **19** compliments, the highest for this directorate.

**19**



**79** complaints were received. This is an increase from last year although **22** of these were withdrawn. Benefits and Taxation within the Finance Business Unit received the most complaints (**40/57**)

We resolved **33** of the remaining **57** complaints quickly and **24** required a formal investigation.

**Processes and procedures** were the main areas where customers told us they were unhappy.



There were **6** Local Government and Social Care Ombudsman contacts. Three required no further action as considered resolved and **3** required the customer to be contacted.

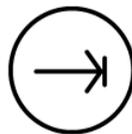
No complaints were made through an advocate.

### EARLY RESOLUTIONS



**33**

### OUTCOMES



Inconclusive:	8
Not upheld:	16
Partially upheld:	17
Upheld:	15
Pending:	1
Withdrawn:	22

### RESOLUTIONS



**58%** of complaints were resolved early and those requiring formal investigation were resolved by providing an explanation

### TIMESCALES



We resolved **87%** of both early resolution and formal complaints requiring investigation within agreed timescales

# CUSTOMER FEEDBACK

## CORE DIRECTORATE

Here are some examples of compliments we've received:

### Organisation and Workforce Improvement

We received the following positive feedback for our team:



I have just completed the Future Carers Course and I cannot sing their praises enough. It was genius the way it was organised, and not once did I feel I didn't want to attend. I am so pleased that I am getting after care.



### Human Resources and Business Support



A customer told us:

All going really well with the DBS checks, it has been a really smooth transition and your team could not have been more helpful.

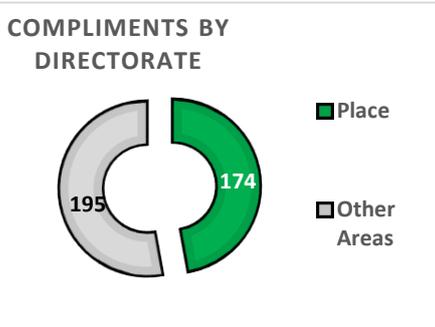


# CUSTOMER FEEDBACK

## PLACE DIRECTORATE



There are 45+ teams within this Directorate



Place received **174** compliments this year. This is a decrease from last year's figure of 195.

The Environment and Transport business unit received **148** compliments, the highest for this directorate.

**148**



**140** complaints were received. This is less than last year. (**48** of these were withdrawn). Waste Management within the Environment and Transport Business Unit received the most complaints (**71/92**)

We resolved **47** of the remaining **92** complaints quickly and **45** required a formal investigation. Four complaints progressed to Stage Two Corporate Reviews.



There were **12** Local Government and Social Care Ombudsman contacts. **Nine** required no further action as they were considered resolved, there was **1** 'other' remedy and **2** are new.

No complaints were made through an advocate.

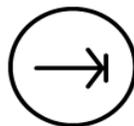
**Processes and procedures, communication and Consultation, and workforce** were the main areas where customers reported being unhappy.

### EARLY RESOLUTIONS



**47**

### OUTCOMES



Inconclusive: **10**  
 Not upheld: **19**  
 Partially upheld: **18**  
 Upheld: **38**  
 Pending: **7**  
 Withdrawn: **48**

### RESOLUTIONS



**52%** of complaints that were resolved early and those requiring formal investigation were resolved by providing an explanation

### TIMESCALES



We resolved **81%** of both early resolution and formal complaints requiring investigation within agreed timescales

# CUSTOMER FEEDBACK

## PLACE DIRECTORATE

Here are some examples of compliments we've received:

### Environment and Transport – Waste and Recycling

A resident told us they were very happy with the team at one of our Household Waste and Recycling Centres:

“ I thought that I had thrown my car and house keys in with a load of timber, paper and general rubbish into one of the containers. I would like to praise the lads who were very calm and quick to in reacting to my predicament. The outcome was that they were in my sweatshirt pocket, very embarrassing for me, but the lads were great!



### Planning, Policy and Building Control

A customer gave us this feedback:

“ Just wanted to say a big thank you for all your hard work and communication. Brilliant news!



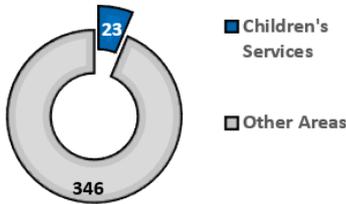
# CUSTOMER FEEDBACK

## CHILDREN'S SERVICES DIRECTORATE



There are 15+ teams within this Directorate

COMPLIMENTS BY DIRECTORATE



Children's received **23** compliments this year. This is a decrease from the 83 last year, however, results for last year included numbers for Adult Social Care which is now now in the Adult's and Communities Directorate

**14**



The Education, Early Start and Prevention team received **14** compliments, the highest for this directorate.

**111** complaints were received This is an increase from last year. (**33** of these were withdrawn).

Education, Early Start and Prevention within the Children's Services Business Unit received the most complaints (**41/78**)

We resolved **20** of the remaining **78** complaints quickly and **58** required a formal investigation. There were 3 Stage Two Children's Social Care Complaint investigations and 1 Stage Three Children's Social Care Panel investigation.



There were **8** Local Government and Social Care Ombudsman contacts. **Two** required no further action as considered resolved, **1** required the customer to be contacted, **1** was to provide compensation, **1** 'other' remedy, **2** are pending

**5** complaints were made through an advocate.

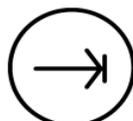
**Processes and procedures, communication and consultation, and workforce** were the main areas where customers reported being unhappy.

### EARLY RESOLUTIONS



**20**

### OUTCOMES



Inconclusive: **1**  
 Not upheld: **26**  
 Partially upheld: **36**  
 Upheld: **15**  
 Pending: **0**  
 Withdrawn: **33**

### RESOLUTIONS



**26%** of complaints that were resolved early and those requiring formal investigation were resolved by providing an explanation

### TIMESCALES



We resolved **80%** of early resolution and formal complaints requiring investigation within agreed timescales

# CUSTOMER FEEDBACK

## CHILDREN'S DIRECTORATE

Here are some examples of compliments we've received:

### Education Early Start and Prevention

A parent/carer wanted to thank us for the support with their child's Education, Health and Care Plan:



Just wanted to say a big thank you for your help with the EHC plan, it's been a long hard journey, so to have the final draft in my hands this week really does feel great.



### Children's Social Care

We received the following feedback:



I just wanted to drop you an email to thank you for all your work, time and patience. We wouldn't have the security we have today without you. We are forever grateful for what you have done for us, and we will never, ever forget you! You are an amazing person who genuinely cares about your job and it shows with how you bend over backwards to keep children safe from harm. We will forever owe his precious little life to you. Wishing you all the best and take care.



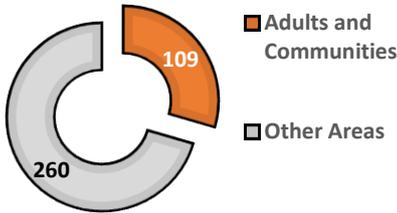
# CUSTOMER FEEDBACK

## ADULT'S AND COMMUNITIES



There are 35+ teams in this Directorate

COMPLIMENTS BY DIRECTORATE



Adults and Communities received **109** compliments this year. This is a decrease from the 175 recorded last year, however there have been changes to the type of services within this directorate.

The Adult Social Care and Wellbeing business unit received **68** compliments, the highest for this directorate.



**64** complaints were received. This is an increase from last year. (**19** of these were withdrawn). The Community Safety service within the Stronger, Safer and Healthier Communities Business Unit received the most complaints (**22/45**)

We resolved **16** of the remaining **45** complaints quickly and **29** required a formal investigation.



**Communication and consultation** were the main areas where customers were unhappy.

There were **11** Local Government and Social Care Ombudsman Contacts. **Four** required no further action as considered resolved, **2** required the customer to be contacted, **2** compensation, **2** 'other' and **1** pending

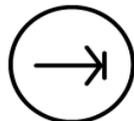
One complaint was made through an advocate.

### EARLY RESOLUTIONS



**16**

### OUTCOMES



Inconclusive: **2**  
 Not upheld: **17**  
 Partially upheld: **16**  
 Upheld: **8**  
 Pending: **2**  
 Withdrawn: **19**

### RESOLUTIONS



**35%** of complaints that were resolved early and those requiring formal investigation were resolved by providing an explanation

### TIMESCALES



We resolved **77%** of complaints early and those requiring formal investigation within agreed timescales

# CUSTOMER FEEDBACK

## ADULT'S AND COMMUNITIES

Here are some examples of compliments we've received:

### Adult Social Care

A resident wanted to thank us for the support we provided:



Just wanted to say big thank you for everything you did for my mother-in-law and us recently, your help came at a very difficult time when we were stressed and worried about the next step for her. Your really did help us and I wanted you to know that.



### Neighbourhood Services



We received the following feedback:

Would you please pass on my sincerest thanks to the grass cutting department for the works done on the park field adjacent to Highstone Lane, Worsbrough Common. A very important green space for everyone has been returned to use. Like an early Xmas present. Thanks again!



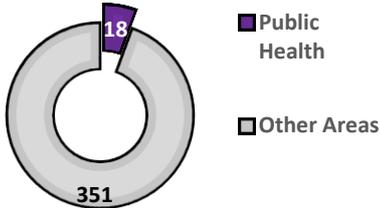
# CUSTOMER FEEDBACK

## PUBLIC HEALTH



There are 3+ teams in this Directorate

COMPLIMENTS BY DIRECTORATE



Public Health received **18** compliments year. This is a slight increase from last year.

The Public Health 0-19 Service received compliments, the highest for this directorate.

12



**6** complaints were received. This is a decrease from last year. (**3** of these were withdrawn).

The Noise Pollution service within the Regulatory Services Business Unit received the most complaints (**3/3**)

We resolved **2** of the remaining **3** complaints quickly and **1** required a formal investigation.



There were no Local Government and Social Care Ombudsman contacts regarding this directorate.

No complaints were made through an advocate.

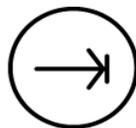
**Information provision** was the main area where customers were unhappy.

### EARLY RESOLUTIONS



**2**

### OUTCOMES



Inconclusive: **2**  
 Not upheld: **1**  
 Partially upheld: **0**  
 Upheld: **0**  
 Pending: **0**  
 Withdrawn: **3**

### RESOLUTIONS



**67%** of complaints (that were resolved early and those requiring formal investigation) were resolved by providing an explanation

### TIMESCALES



We resolved **100%** of early resolution and formal complaints requiring investigation within agreed timescales

## PUBLIC HEALTH

Here are some examples of compliments we've received:

### 0-19 Public Health Nursing Team

A mum wanted to thank us for the support we provided:



Absolutely fantastic team! Quick responses to queries and very helpful and supportive. I used the service when I was breast feeding and the support I received during this time was phenomenal, the team and care invested was second to none. Even now post breast feeding, the team are super helpful. It's comforting to have such support; I cannot recommend enough. Thank you.



### Regulatory Services

We received the following feedback:



I would like to say how grateful we are for your prompt action and extremely efficient response which led to such rapid resolution of an issue which has been going on for a very long time. This comes with best wishes for your work.



# LEARNING FROM FEEDBACK

Learning from our customers is really 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 learning we have identified from our complaints investigations and improvements we are working towards achieving.

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## CUSTOMER COMMUNICATION

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

- Review how we respond to customer contacts and seek ways to improve our communication
- For robust communication processes to be established between the relevant officers when dealing with Finance enquiries
- Ensuring we have a consistent method of agreeing how our customers will receive about the services we provide.

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## 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 of the improvements we identified:

- We will standardise the recording and updating of requests for service and policies and procedures for front line staff updated to improve customer satisfaction when visiting our community buildings
- Develop a formalised policy for Assisted Collections or Rural Collection
- Review of letting procedures across the Council to be undertaken by Asset Management to ensure consistency of approach.

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## 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 that this has not always been the case, and below are a few of the improvements we are working to achieve:

- Make improvements in the information provided to people raising objections to Traffic Regulation Orders thus reducing the uncertainty
- Retrain staff dealing with appointments in relation to Disabled Bus Passes to enhance understanding of the application process
- Use feedback received to ensure the continuous improvement of service delivery for and in partnership with our residents and communities.

# CUSTOMER FEEDBACK - KEY DATA

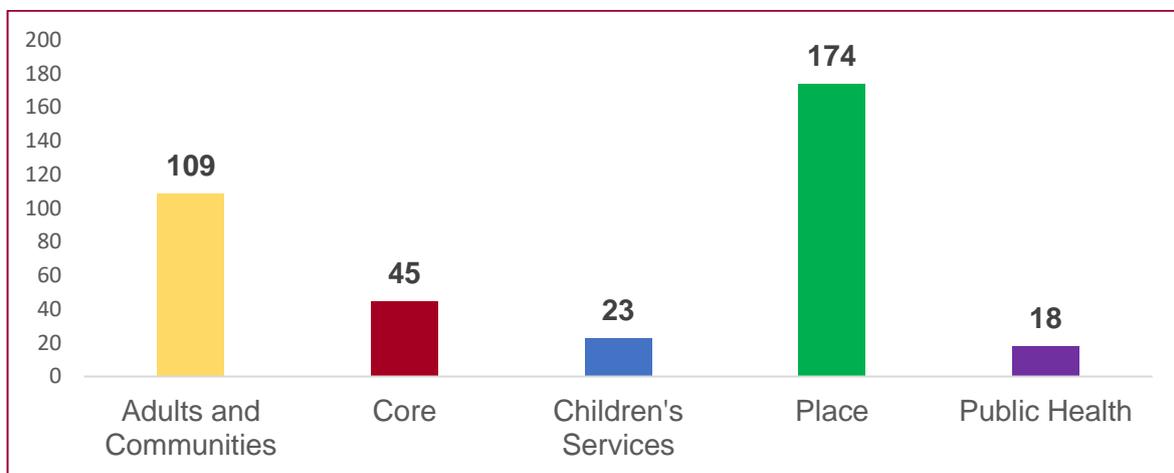
One of the aims of the Customer Feedback, Information and Improvement Team is to try and make the information we produce interesting and easy to read. However, we also understand it is important to be clear and transparent. It is for this reason that we have included the key data that has supported the compilation of this report.

## 1. NUMBER OF COMPLIMENTS

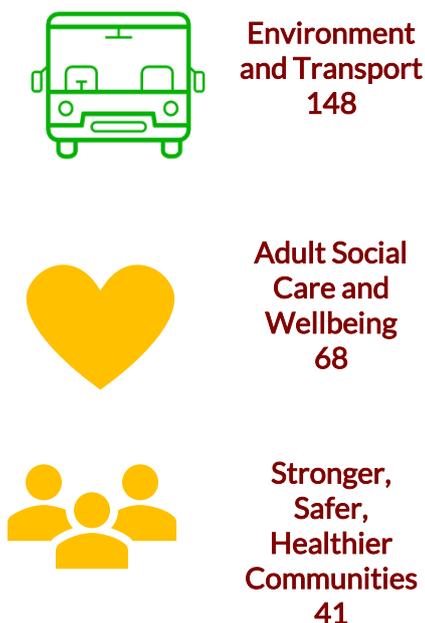
This year has seen a decrease in the number of compliments when compared to last year. There were 502 in 2018/19 and 369 in 2019/20. Our Place Directorate received 174 compliments, the highest number of all the Directorates.



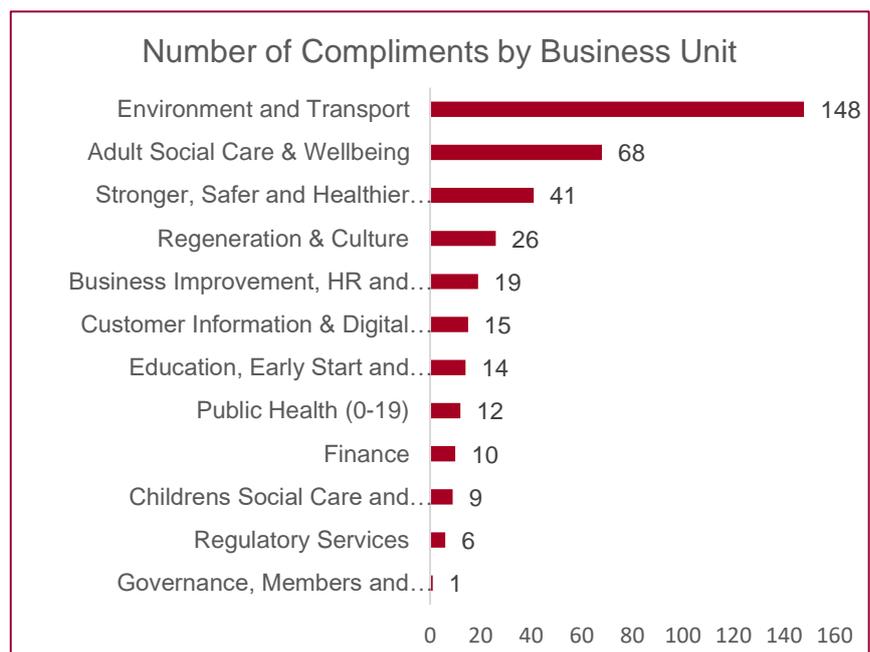
### COMPLIMENTS TOTAL BY DIRECTORATE



### TOP THREE BUSINESS UNITS



### COMPLIMENTS BY BUSINESS UNIT



## 2. NUMBER OF COMPLAINTS AND RESOLUTION METHOD



There has been an increase in the overall number of complaints we received this year compared to last year. In 2018/19 we received 333 complaints (13 were withdrawn) and in 2019/20 we received 402 complaints which reduces to 275 when the 127 withdrawn complaints are deducted. Less complaints than last year have required formal investigation. 168 complaints required formal investigation in 2018/19 compared with 157 in 2019/20. There were 165 complaints that were resolved early last year.

### COMPLAINTS AND RESOLUTION METHOD

Directorate / Number	Early Resolution	Formal Investigation	Total Complaints	Progression
Adults and Communities	16	29	45	0
Core	33	24	57	0
Children's Services	20	58	78	7
Place	47	45	92	4
Public Health	2	1	3	0
<b>Totals</b>	<b>118</b>	<b>157</b>	<b>275</b>	<b>11</b>

This year, there were **3** Children's Social Care Complaint Investigations that progressed to Stage Two. One Children's Social Care Panel investigation progressed to Stage Three. There were **3** Stage Two Corporate Reviews for Children's Services and **4** for Place.

### EARLY RESOLUTIONS



## 2. NUMBER OF COMPLAINTS AND RESOLUTION METHOD



Most of our complaints were about the way we deliver our services and how we are communicating with our customers. This trend is to be expected as these are the main interactions the Council has with members of the public.

	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4
How we tell you about things	27	25	15	24
What we tell you about things	7	8	7	2
How we follow the rules	1			
The way we do things	31	23	22	13
Staff	28	16	14	12
<b>Total</b>	<b>94</b>	<b>72</b>	<b>58</b>	<b>51</b>

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.

	Inconclusive	Not Upheld	Partially Upheld	Upheld	Awaiting response
How we tell you about things	7	17	33	27	7
What we tell you	2	9	7	6	
How we follow the rules				1	
The way we do things	5	33	24	25	2
Staff	9	20	23	17	1
<b>Total</b>	<b>23</b>	<b>79</b>	<b>87</b>	<b>76</b>	<b>10</b>

	Apology	Explanation	Reassurance	Change to Service	Actions for improvement	Financial Redress	Other	Pending
How we tell you about things	30	42	4	0	3	4	3	5
What we tell you	6	13	2	1	0	1	1	0
How we follow the rules	0	0	0	0	0	1		
The way we do things	26	42	14	1	1	3	1	1
Staff	16	34	11	2	4	0	2	1
<b>Total</b>	<b>78</b>	<b>131</b>	<b>31</b>	<b>4</b>	<b>8</b>	<b>9</b>	<b>7</b>	<b>7</b>

## 4. TIMESCALES

We resolved 79% of our complaints within timescales, the same as last year. However, in 2019/20, we failed to meet agreed timescales on 18% of occasions, (3% are pending). We will continue to work to improve meeting the timescales we agree with our customers as we know that this is important. However, sometimes due to availability, work pressures 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.



79% met timescale

It is important to us that we ensure that we keep customers informed and updated on what happens when they contact the Customer Feedback Information and Improvement Team, within 3 working days. 55% of customer complaints were acknowledged within the 3 working day timescale in 2019/20 compared with 59% the previous year.



18% exceeded timescale

Early Resolution Complaints											
Business Unit	Timescale Not Met and Outcome					Timescale Met and Outcome					Overall Total
	Inconclusive	Not Upheld	Partially Upheld	Upheld	Total	Inconclusive	Not Upheld	Partially Upheld	Upheld	Total	
Adult Social Care & Health	1				1		3	5		8	9
Stronger, Safer and Healthier Communities			1		1	1	3		2	6	7
Business Intelligence, HR and Communications								1		1	1
Customer Information & Digital Services	1				1		1	2	4	7	8
Finance		1	1		2	6	6	2	6	20	22
Governance & Member Support						1				1	1
Legal Services							1			1	1
Education, Early Start and Prevention									1	1	1
Children's Social Care and Safeguarding		3	1	1	5	1	4	7	2	14	19
Environment and Transport	1			2	3	5	7	13	16	41	44
Regeneration & Property						1	1		1	3	3
Public Health & Regulation						1	1			2	2
<b>Total</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>13</b>	<b>16</b>	<b>27</b>	<b>30</b>	<b>32</b>	<b>105</b>	<b>118</b>

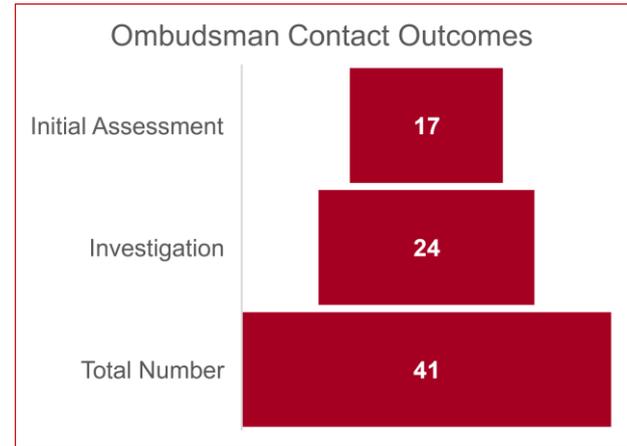
Formal Complaints												
Business Unit	Timescale Not Met and Outcome						Timescale Met and Outcome					Overall Total
	Awaiting Response	Inconclusive	Not Upheld	Partially Upheld	Upheld	Total	Inconclusive	Not Upheld	Partially Upheld	Upheld	Total	
Adult Social Care & Health	2		2	4	1	9		5	4	1	9	19
Stronger, Safer and Healthier Communities			1			1		3	2	4	9	10
Business Intelligence, HR and Communications	1				1	2		2	1	1	4	6
Customer Information & Digital Services										2	2	2
Legal Services									1	1	2	2
Finance				3		3		5	6		11	14
Children's Social Care and Safeguarding			1	6		7		13	16	3	32	39
Education, Early Start and Prevention				1	3	4		5	5	5	15	19
Environment and Transport	6	1	4	1	5	17		6	2	11	19	36
Regeneration & Culture	1	1			1	3	1	1	2	2	6	9
Public Health							1				1	1
<b>Total</b>	<b>10</b>	<b>2</b>	<b>8</b>	<b>15</b>	<b>11</b>	<b>46</b>	<b>2</b>	<b>40</b>	<b>39</b>	<b>30</b>	<b>110</b>	<b>157</b>

Withdrawn Complaints							
Type of Complaint	Communities	Core	People	Place	Public Health	Unknown	Total
How we tell you about things	4	7	12	12	1	2	38
What we tell you		1	3				4
How we follow the rules				1			1
The way we do things	9	6	7	23	1		46
Staff	6	8	11	12	1		38
<b>Total</b>	<b>19</b>	<b>22</b>	<b>33</b>	<b>48</b>	<b>3</b>	<b>2</b>	<b>127</b>

## 5. OMBUDSMAN



This year we have seen an increase in the number of Local Government and Social Care Ombudsman and Housing Service Ombudsman contacts than last year. In 2018/19 there were 33 and in 2019/20 there were 41. Our annual review letter from the Ombudsman was received in July 2020. It explained that there are areas we need to work on in completing investigations. We have reflected on the way we have responded to the Ombudsman's enquiries over the past 12-months and we are implementing new ways of working to improve service delivery.



<b>Ombudsman Contacts</b>			
<b>Business Unit</b>	<b>Nature of Enquiry</b>	<b>Outcome/Status</b>	<b>Ombudsman Remedy</b>
Berneslai Homes	4 Investigations	1 Fault with injustice 1 In progress 1 New	1 Compensation 1 No action required
Adult Social Care & Health	3 Initial Assessments 6 Investigations	4 Not considering - Not enough evidence of fault 2 LA to pursue complaints 1 Fault with injustice 1 In progress 1 Discontinued investigation	3 No action required 2 Contact to be made to customer 2 Other 1 Compensation
Stronger, Safer and Healthier Communities	1 Initial Assessments 1 Investigations	1 Fault with injustice 1 No fault and no Injustice	1 Compensation 1 No action required
Council Governance	1 Initial Assessment	1 Not considering - not enough evidence of fault	1 No Action Required
Finance	3 Initial Assessments 1 Investigation	3 LA to pursue through complaints 1 Other	3 Contact to be made to customer 1 No action required
Legal Services	1 Initial Assessment	1 Fault with Injustice	1 No action required
Children's Social Care and Safeguarding	1 Initial Assessment	1 LA to pursue through complaints	1 Other
Education, Early Start and Prevention	3 Initial Assessments 4 Investigations	3 In Progress 2 LA to pursue through complaints 1 Fault with injustice 1 Outside LGO jurisdiction	2 No action required 1 Compensation 1 Contact to be made to customer
Environment and Transport	1 Initial Assessment 4 Investigations	2 No fault and no injustice 2 Not considering - not enough evidence of fault 1 Fault with injustice	5 No action required
Regeneration & Property	3 Initial Assessments 4 Investigations	3 Not considering- not enough evidence of fault 2 New 1 LA to pursue through complaints 1 Other	4 No action required 1 Other

## 6. WHO, HOW, WHERE?



**98% service user**

**2% used an advocate**



The upward trend has continued from last year and we are now seeing nearly 100% of complaints being made by the person who is receiving the service. Again, there are very few people who have used an advocate this year. However, we always advise customers whose complaints are being formally investigated to contact us if they would like to know more about what support is available when making a complaint.



**32%**

The number of complaints made by telephone has decreased from 38% in 2018/19.



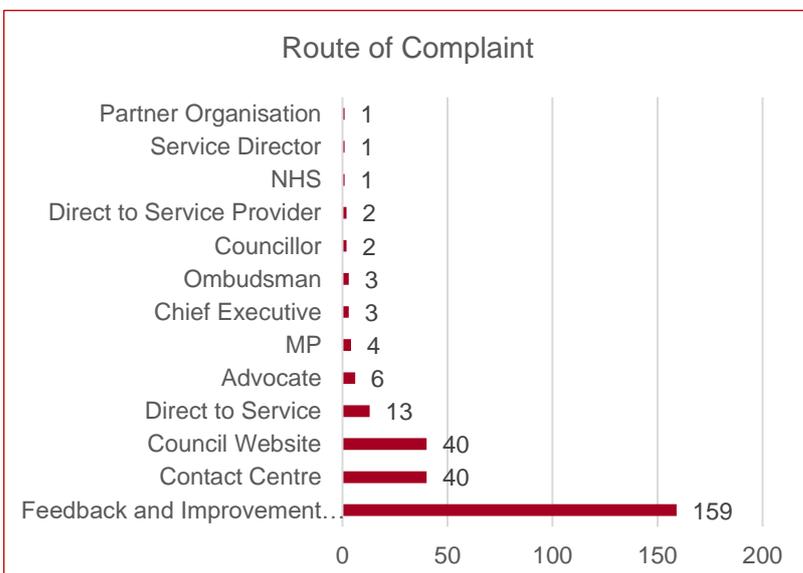
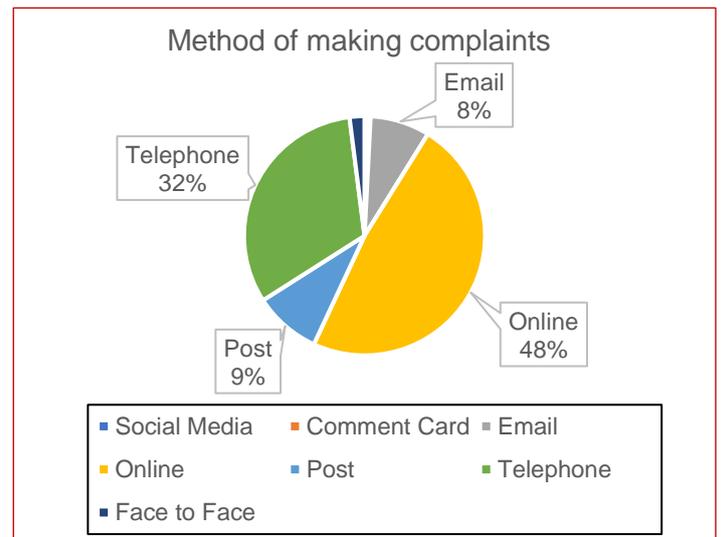
**48%**

Last year, 34% of complaints were made online. We are keen to encourage our customers to use our online services.



**9%**

We are receiving less complaints by post. In 2018/19 14% of complaints were made this way.



The trend continues that most of the customers who made a complaint raised their concerns directly with the Customer Feedback, Information and Improvement Team. This shows that the team are continuing to be accessible to customers and that they are aware of their right to complain. This is great news and we welcome all feedback from our customers.

**58%**



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## CONTACT US

If you need help understanding this document:

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