

**REPORT TO: SCRUTINY COMMITTEE - 28 JUNE 2023**  
**REPORT ON: ANNUAL REPORT ON COMPLAINTS**  
**REPORT BY: CHIEF EXECUTIVE**  
**REPORT NO: 153-2023**

**1. PURPOSE**

To report on performance regarding complaints in 2022/2023, with comparisons to previous years, and to show how the Council continues to learn from complaints.

**2. RECOMMENDATIONS**

It is recommended that Committee notes:

- (i) the key performance indicators on complaints closed between 1 April 2022 and 31 March 2023, with trends from previous periods;
- (ii) examples of the volume of transactions the Council has with customers and citizens as a context for the number of complaints;
- (iii) examples of how complaints have been used to improve services;
- (iv) results of the satisfaction survey sent to people who made complaints in 2022/2023;
- (v) examples of compliments received about Council services.

**3. FINANCIAL IMPLICATIONS**

None.

**4. BACKGROUND**

- 4.1 The model Complaints Handling Procedure for Local Authorities requires that regular reports are produced for elected members. This report covers complaints closed between 1 April 2022 and 31 March 2023.
- 4.2 In terms of performance management, the report includes data on key complaint handling indicators (Appendix One) and results from the satisfaction surveys sent to those who had complaints closed during the period (Appendix Four). The report also gives examples of how complaints have been used to improve processes (Appendix Three), another requirement of the model procedure.
- 4.3 To provide some context for the number of complaints received, Appendix Two includes infographics giving examples of the range and number of transactions the Council has with customers and citizens, while Appendix Five gives examples of compliments received about Council services during the year.

**5. OVERVIEW OF PERFORMANCE**

- 5.1 Detailed information is included in the Appendices. Key issues to highlight include:
  - The number of complaints recorded in 2022/2023 increased to 830 compared to 760 in 2021/2022, with the trend varying in different service areas

- Performance in terms of the % of complaints closed within the target time dipped in 2022/2023 compared to 2021/2022:
  - for stage 1 complaints, the % meeting the 5-day target was 68.4% compared to 76.6% the previous year
  - for stage 2 complaints, the % meeting the 20-day target was 54.4% compared to 64.4% the previous year, although better use was made of the facility to extend the target, which led to an improvement in the total % of cases closed within either the target or extended target timescale

Both the 5-day and 20-day targets are designed to drive improvement in the promptness of responses, rather than being absolute standards that every case is expected to meet. However, a range of actions are underway to attempt to improve performance in the % of complaints which are closed within target. These include additional training for employees and more frequent reporting to Council Leadership Team.

- The average number of days taken to close complaints in 2022/2023 was 5.0 days at stage 1 (compared to 4.8 days last year) and 26.1 days at stage 2 (compared to 25.0 days last year). While the target in the complaints handling procedure for stage 2 complaints is 20 days, this can be extended as it is acknowledged by the Ombudsman that many complaints at this stage will be more complex and take longer to investigate. Appendix 1 includes data on such cases for 2022/2023 and the previous 4 years.
- The % of complaints fully upheld at both stages (21.4% at stage 1 and 14.4% at stage 2) were broadly similar to the 2021/2022 figures (22.0% at stage 1 and 12.9% at stage 2).
- Failure to provide a service (which on detailed analysis often turns out to be a delay in providing a service, rather than not providing it at all) has remained the most common reason for complaint.
- The satisfaction surveys sent to those who have made complaints were changed from the start of 2021/2022 as the Council adopted a new standard questionnaire agreed by the Scottish Local Authorities Complaint Handlers Network. This means we are still building up trend information based on the new questions although we do now have 2 years of data. Using the standard Scotland-wide survey will also allow benchmarking in future with other local authorities.

5.2 The examples given in Appendix Three demonstrate the Council's commitment to learn from complaints and improve processes to prevent the same issues recurring, in addition to those complaints which lead to managers speaking to individual employees or arranging training for teams. Since the beginning of 2022, 12 training sessions on Handling Complaints have been organised, attended by 148 employees, with more planned for later this year. The Complaints Review Group continues to review and suggest improvements to our complaints processes.

5.3 Monthly performance data is being issued to services and being monitored regularly by the Council Leadership Team. Any issues raised by this report and improvements suggested will continue to be discussed by the Council Leadership Team.

## **6. POLICY IMPLICATIONS**

6.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

6.2 The complaints recording database includes a feature that asks those dealing with complaints to note whether any complaints relate to an equalities issue - age, disability, gender, LGBT, race or religion. During 2022/2023, there were 7 such complaints recorded, 6 relating to disability and 1 relating to race. These complaints have been drawn to the attention of the lead

officer with responsibility for equality and diversity and any issues highlighted will be taken up with the services concerned.

**7. CONSULTATIONS**

The Council Leadership Team was consulted in the preparation of this report.

**8. BACKGROUND PAPERS**

None.

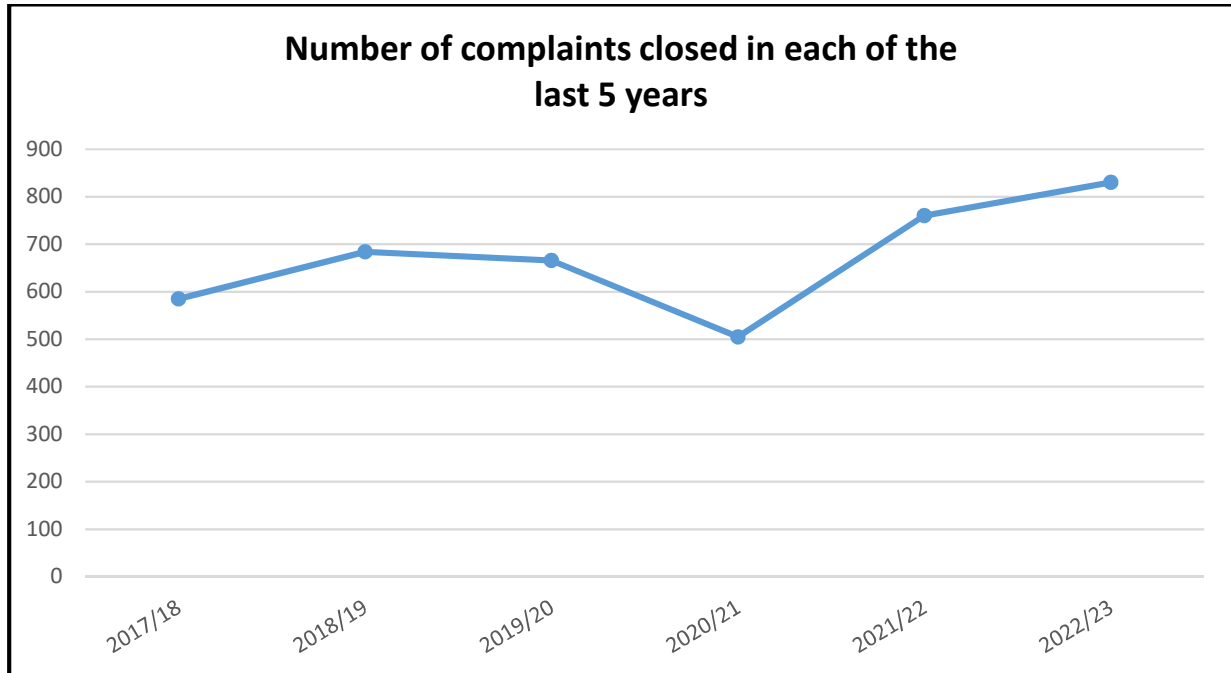
GREGORY COLGAN  
CHIEF EXECUTIVE

ANDREA CALDER  
HEAD OF CHIEF EXECUTIVE'S SERVICE

DATE: 15 JUNE 2023

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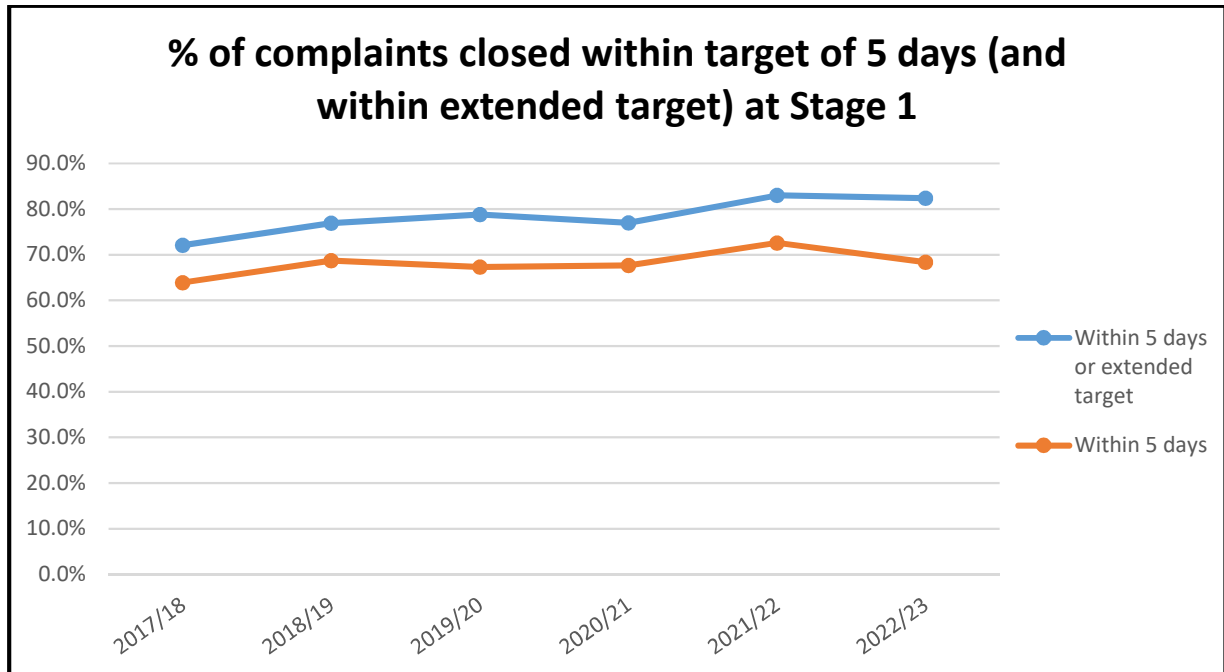
## KEY PERFORMANCE INDICATORS



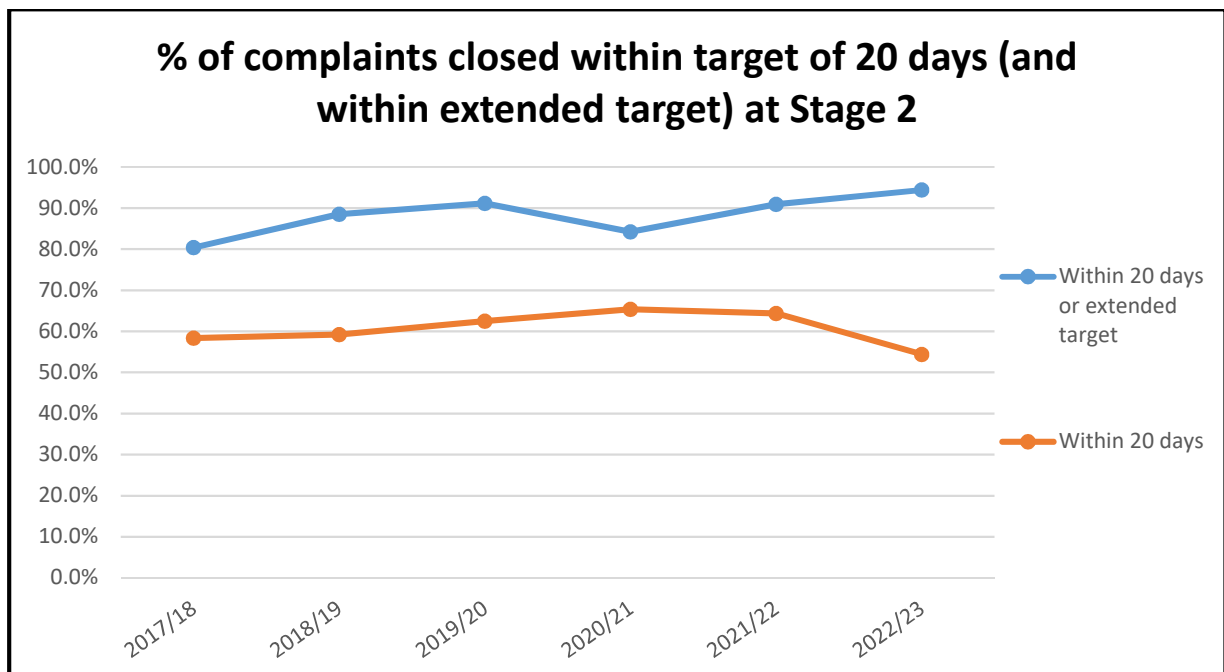
## BREAKDOWN BY SERVICE

Service	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
<b>Corporate Services</b>	90	89	71	80	83	92
<b>Children &amp; Families</b>						
- Education	124	125	98	41	70	83
- Children's Services	16	46	43	30	37	60
- Criminal Justice	4	3	8	3	4	7
<b>Neighbourhood Services</b>						
- Housing & Construction	108	180	177	130	162	199
- Environment Services	145	153	136	129	263	228
- Communities, Safety & Protection	N/A	N/A	22	19	31	41
<b>City Development</b>	59	50	56	48	58	76
<b>Chief Executive's</b>	1	6	4	2	2	0
<b>Dundee Health &amp; Social Care Partnership: Community Care</b>	38	32	51	23	50	44
<b>Totals</b>	585	684	666	505	760	830

The complaints handling procedure includes targets at each stage, which can be extended. The charts on this page show both the % of cases closed within target at each stage and the % which met the target or the extended target.



The average number of days taken to close complaints at stage 1 in 2022/2023 was 5.0, compared with 4.8 in 2021/2022, 5.6 in 2020/2021, 4.5 in 2019/2020, 5.2 in 2018/2019 and 8.0 in 2017/2018.



The average number of days taken to close complaints at stage 2 in 2022/2023 was 26.1, compared with 25.0 in 2021/2022, 27.0 in 2020/2021, 23.0 in 2019/2020, 19.3 in 2018/2019 and 24.5 in 2017/2018.

## COMPLEX COMPLAINTS

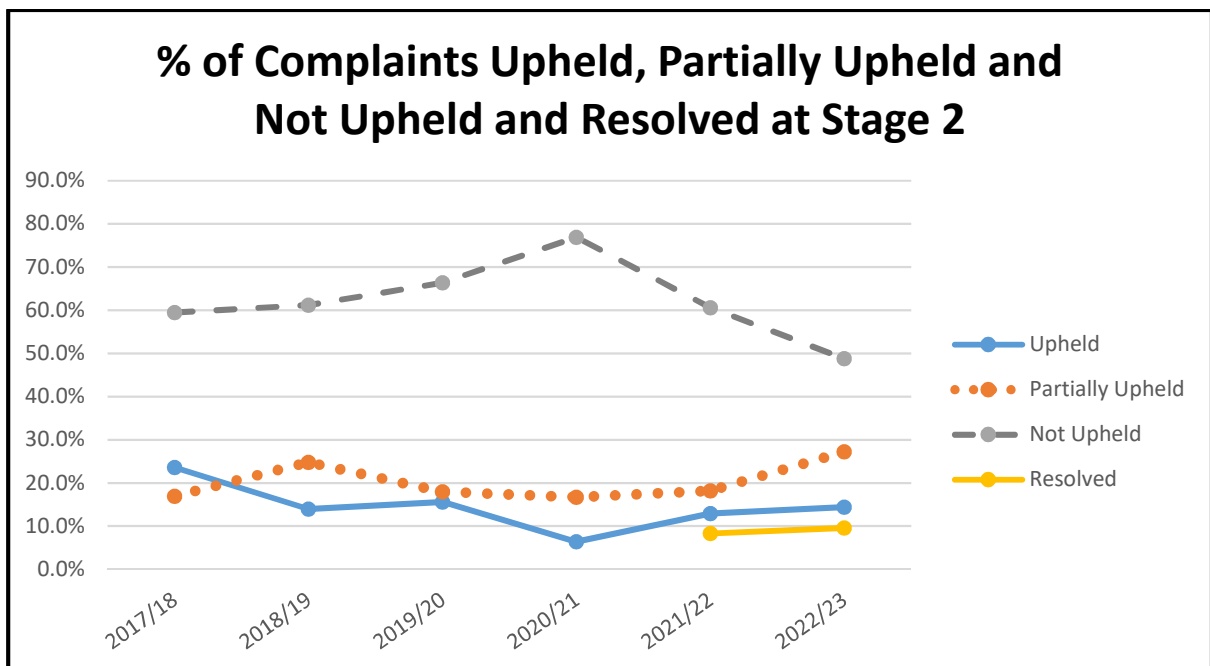
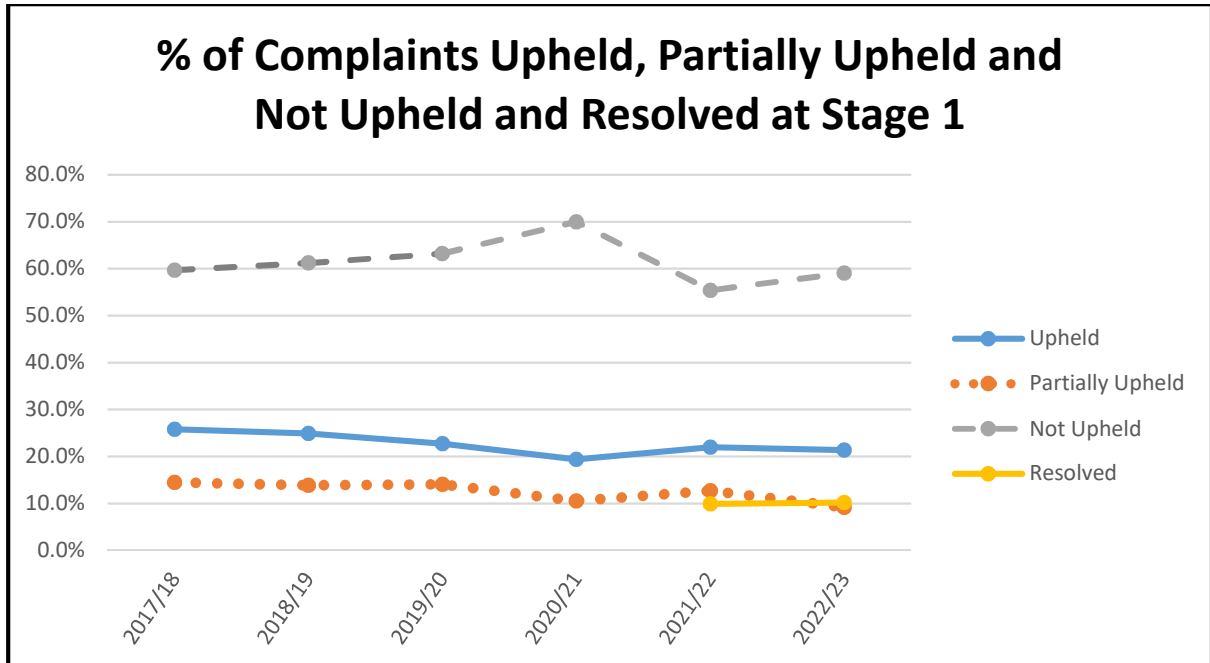
While the target in the complaints handling procedure for dealing with complaints at Stage 2 is 20 days, this can be extended without any limit as it is acknowledged by the Ombudsman that many complaints at this stage will be more complex and take longer to investigate. Data for the last 5 years shows:

Year	20 days or less	21-39 days	40-99 days	100 days +	Total
2022/2023	85	40	10	1	136
2021/2022	91	29	11	1	132
2020/2021	60	11	13	3	87
2019/2020	86	21	18	6	131
2018/2019	120	34	18	3	175

The complaints which took over 100 days to close over the 5 year period have been analysed, and the vast majority concerned either Children's Services Social Work, Schools or Health and Social Care. These are the services which normally receive the most complex and sensitive complaints which can involve meetings with parents and family members and carrying out more in-depth investigations which can have more serious implications for staff, so they do often take longer to investigate and respond to.

## COMPLAINTS BY NATURE

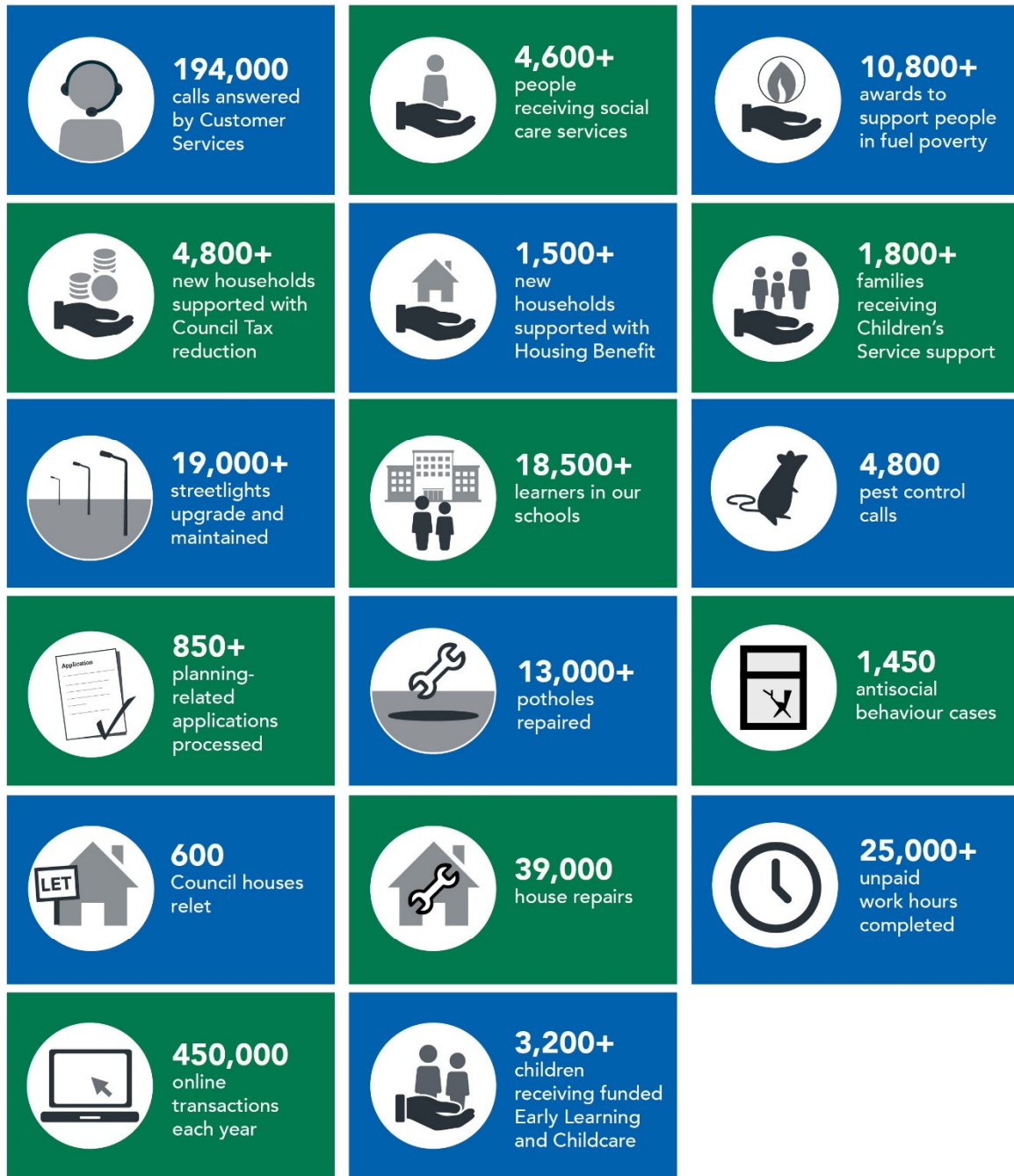
Nature of Complaint	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Delay in responding to enquiries and requests	10.9%	13.8%	16.3%	18.2%	22.8%	16.2%
Failure to meet our service standards	19.7%	21.5%	17.8%	15.5%	16.4%	17.0%
Treatment by or attitude of a member of staff	29.4%	25.1%	24.8%	20.3%	18.9%	20.2%
Failure to provide a service	25.3%	21.1%	25.6%	24.6%	27.2%	34.1%
Dissatisfaction with our policy	8.3%	12.3%	11.2%	14.1%	11.4%	8.6%
Failure to follow the proper administrative process	6.3%	6.2%	4.3%	7.3%	3.3%	3.9%



**NOTE:** A new option to categorise complaints as 'resolved' was only introduced by the Ombudsman from 1 April 2021, so there is only data for 2 years on that outcome to date. This category is designed to cover complaints which are very quickly dealt with without any need to investigate and decide if the complaint should be upheld or not.



## EXAMPLES OF COUNCIL TRANSACTIONS



**LEARNING FROM COMPLAINTS:****EXAMPLES OF HOW COMPLAINTS HAVE BEEN USED TO DRIVE SERVICE IMPROVEMENTS**

Officers closing off a complaint as upheld or partially upheld are asked to identify planned service improvements, designed to prevent similar issues recurring. These often involve speaking to individual employees, arranging training for teams on correct use of procedures and customer care standards, or using the complaint as a 'case study' in team discussions. However, we aim use complaints to identify wider process/service improvements, and below are some examples of how that was done during 2022/2023:

A customer complained that .....	We listened, we acted .....
They had to wait a long time to get through on the phone and didn't get a quick response to emails.	Messages to be added when we are aware that technical issues are affecting calls and acknowledgement emails to be sent. Online tracking tool also introduced to let people see progress with repairs without calling.
A letter received about electrical testing in their home was unclear.	The generic letter had actually been revised just before the complaint was received, to make future contact with tenants clearer about the process.
There had been a lack of accountability for a decision to install streetlighting on an active travel project between the Council and the external funding partner.	Officers will be clearer in any future correspondence about the relationship between local and national policy and the requirements of external funders.
Blue bin had not been collected from person on assisted collection scheme.	All crews will be fully briefed before taking on another crew's task to cover during holidays.
Refuse services had not been updated in an area where there had been an increase in occupation following property developments.	Increased bin collections and street cleaning operators were put in place.
A joiner came to deal with a broken window but only left a film and no-one returned to complete the repair.	The team has been reminded of the need to log a job for re-glazing after emergency visits.

A customer complained that .....	We listened, we acted .....
We hadn't provided a consistent driver and transport assistant to accompany their child with complex needs.	The team will try to ensure consistency where possible and also keep parents/ carers informed of changes to normal drivers/assistants so children are prepared for any differences.
They were unhappy about a decision relating to secure care.	Practice managers are to ensure young people are fully engaged in decision-making and that an 'exit strategy' is provided at the earliest opportunity.
There had been a long delay in receiving new bins after requesting these when they moved into a new house.	IT issues were identified with the new bins request page on the website which have now been remedied.

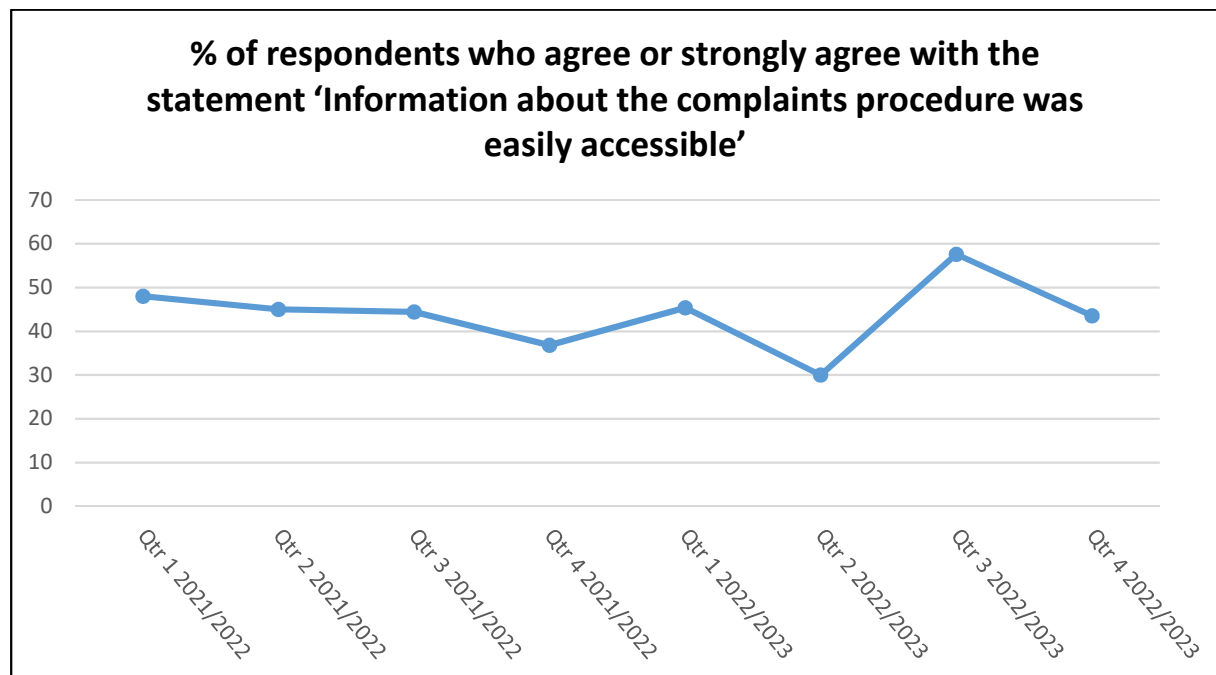
## SATISFACTION WITH COMPLAINTS HANDLING

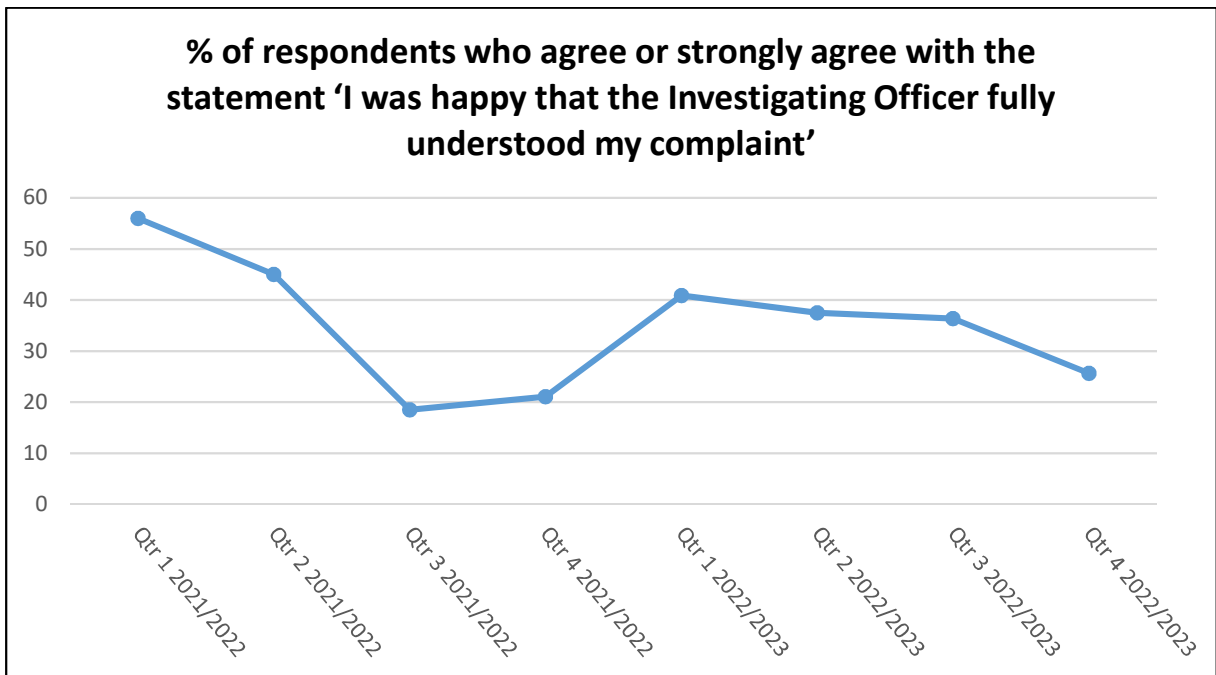
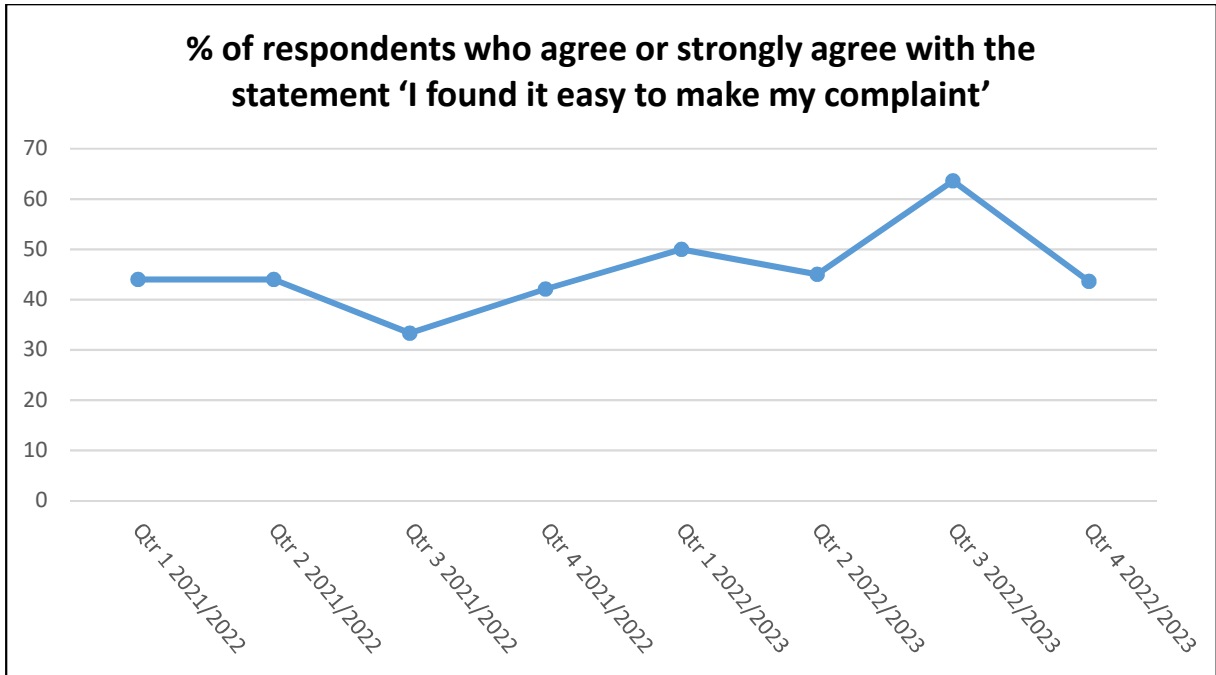
The model Complaints Handling Procedure requires the Council to report on a measure of customer satisfaction with its complaints process. To do this, surveys are issued every 3 months to people who have had a complaint closed off in the previous quarter.

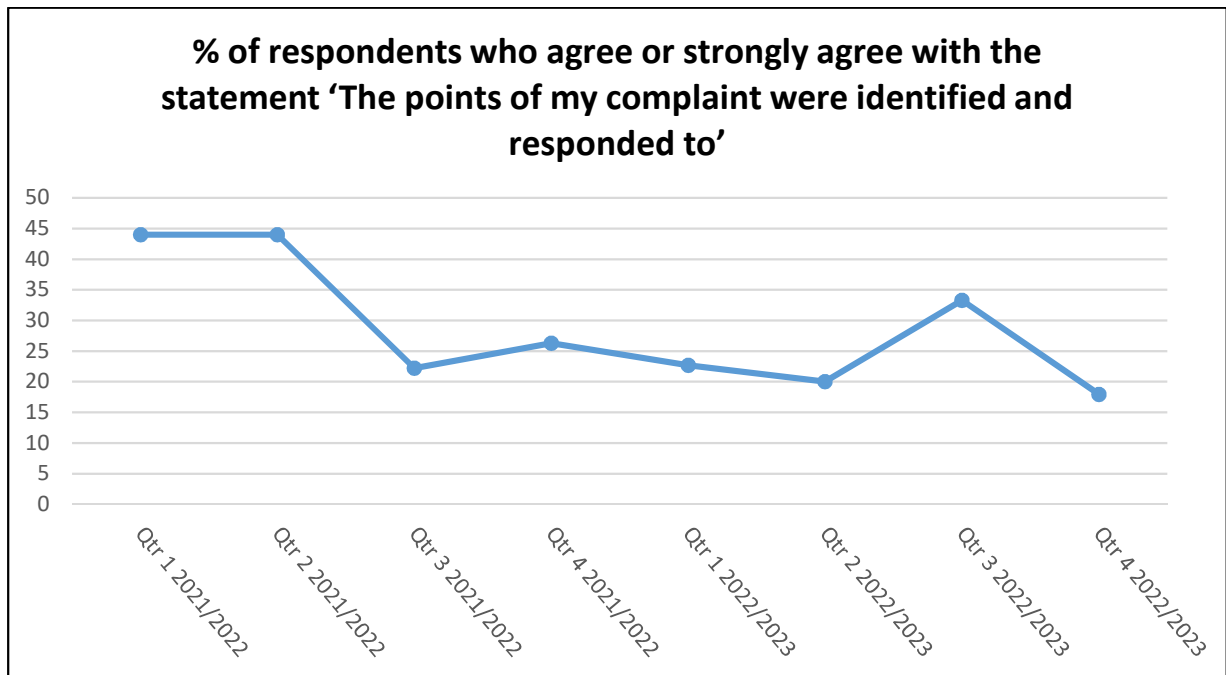
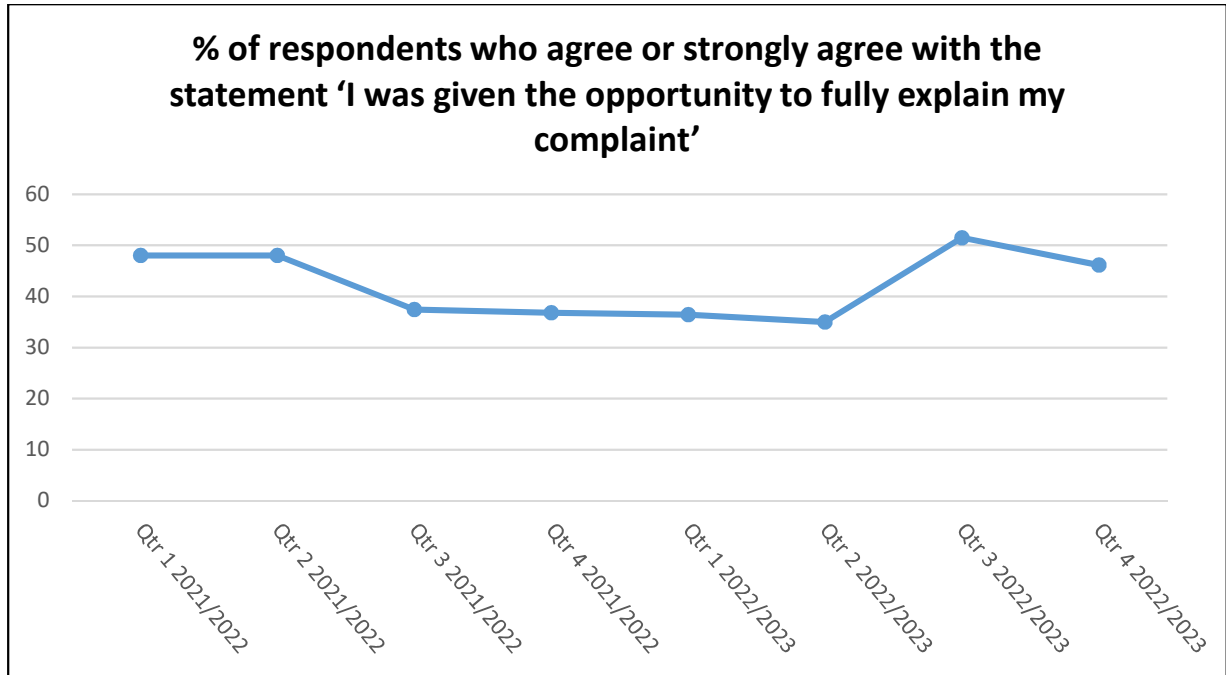
From the beginning of 2021/2022 we have been using a new survey agreed by the Scottish Local Authorities Complaint Handlers Network which is why trends are only available from the first quarter in 2021/2022.

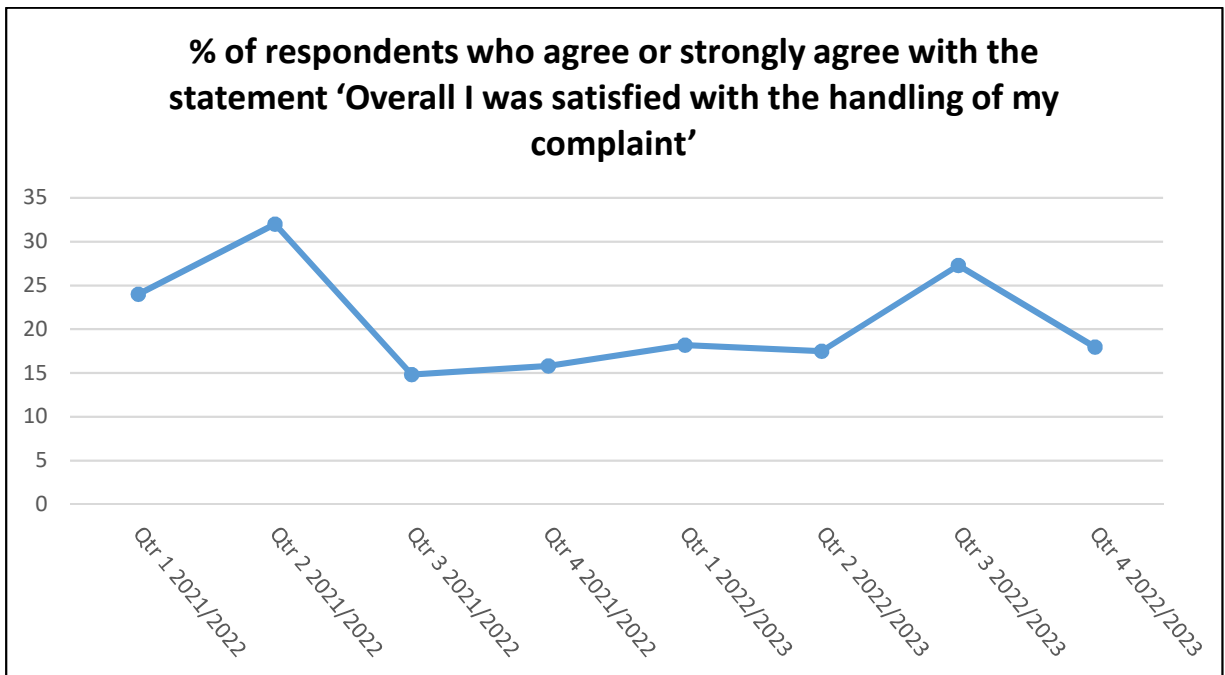
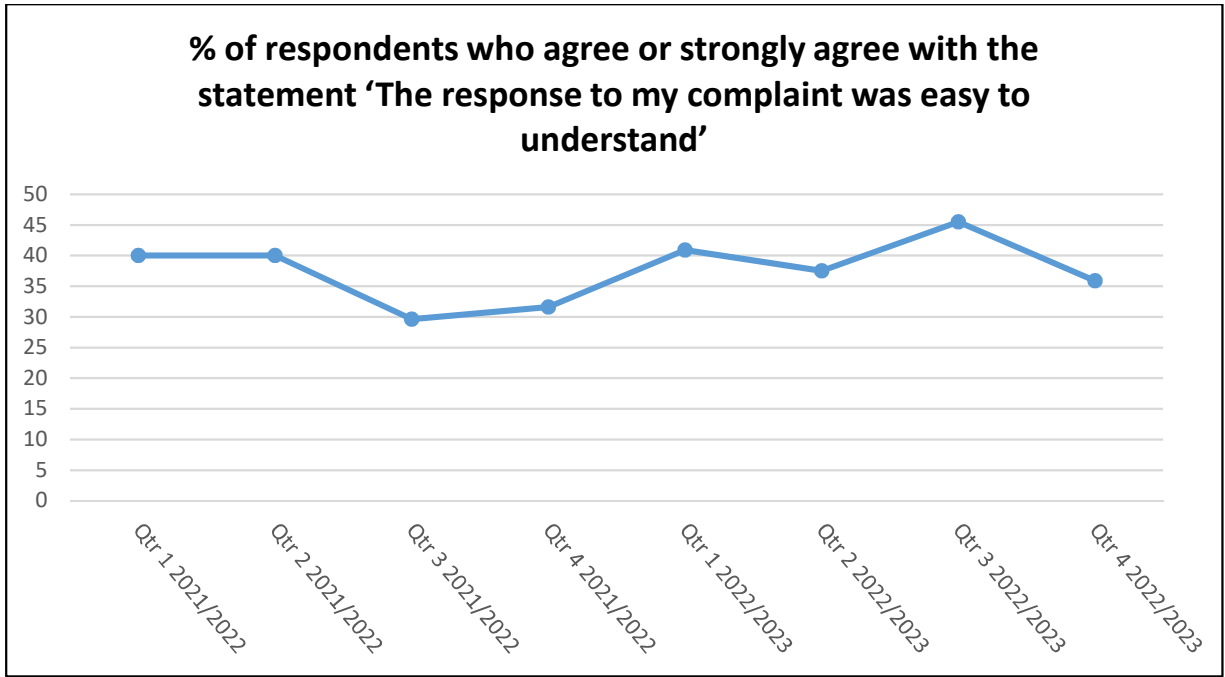
The charts below show the % of respondents who said they agreed or strongly agreed with each of the statements in the survey. Since the survey sample consists entirely of people who have made a complaint, many of which are not upheld, it may not be surprising that satisfaction levels are not particularly high. The aim is to increase the % of respondents who acknowledge that the process of dealing with their complaint was satisfactory and who feel they have at least been heard and had a clear explanation, even if they did not get the outcome they desired.

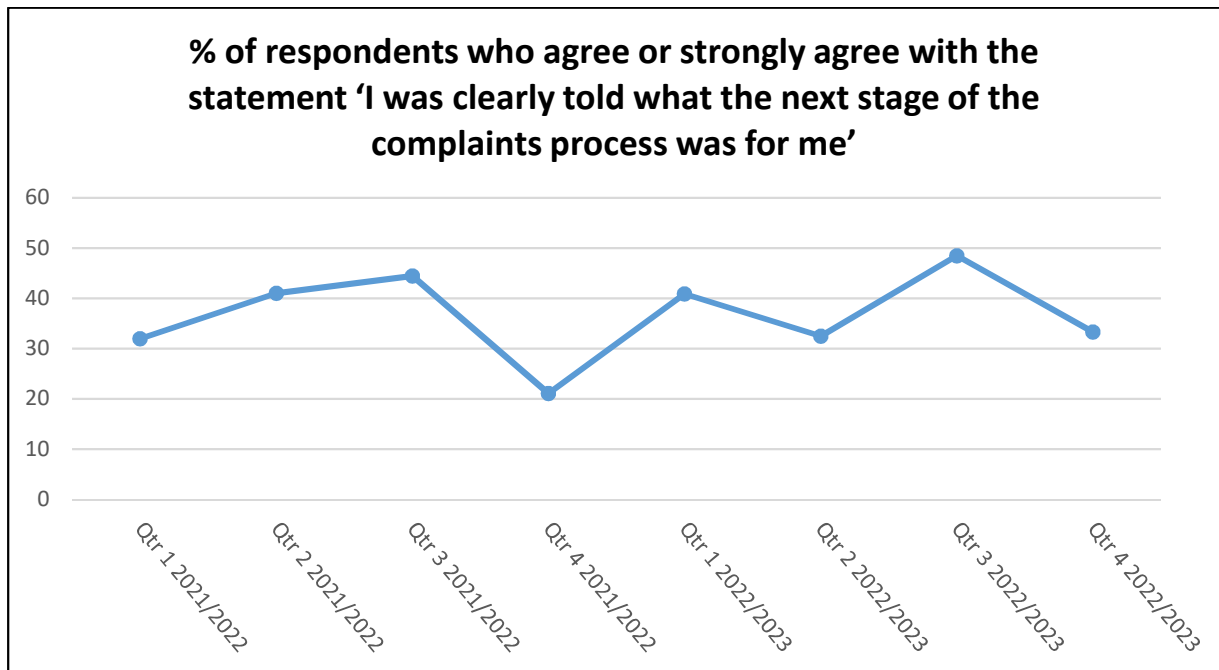
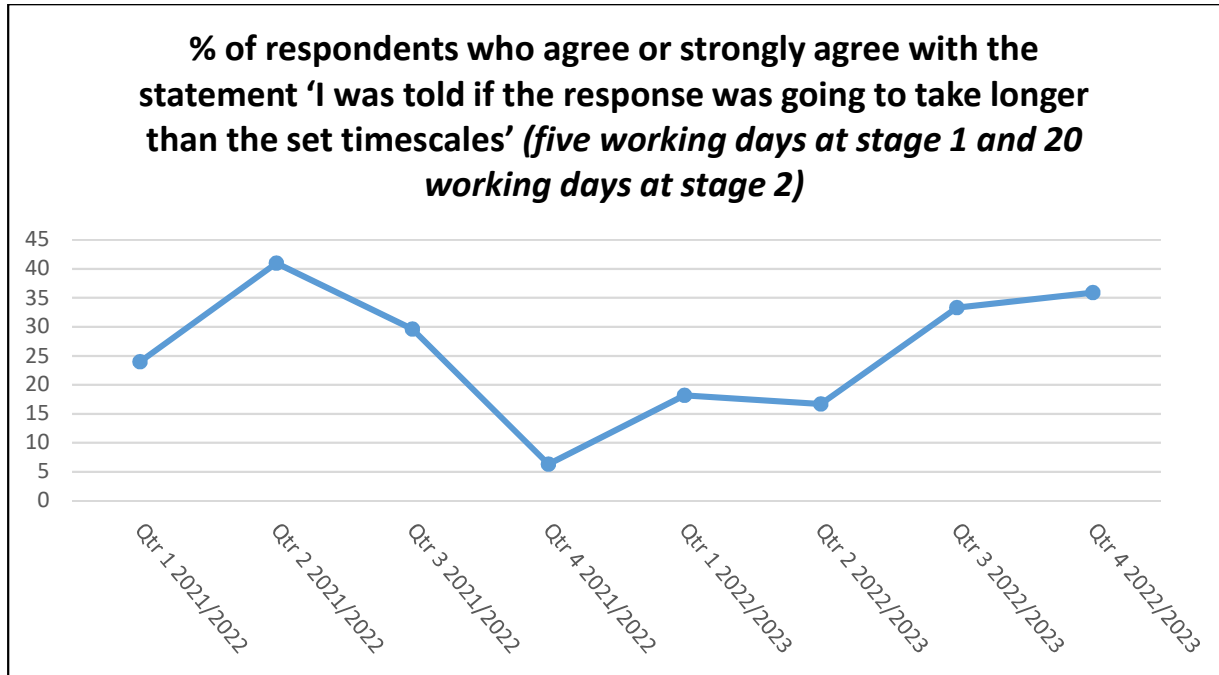
Later this year, we expect to get benchmarking data from other Councils which will let us see how Dundee's results compare with Scotland-wide and family group averages.













## COMPLIMENTS

Members suggested that it would be useful to include in this report examples of compliments which have been received about Council services.

### Tell Us About Good Service

Below are some examples of the compliments which were submitted during 2022/2023 on the 'Tell Us About Good Service' online form on the Council's website:

Sent X from the tenancy estate team an email requesting permission to install wooden fencing within my garden. Was shocked and taken back on the super-efficient service I received. She responded to my request and visited my home today to explore my request in more detail. Public tend to focus mostly on when public services go wrong other than highlighting the good services that take place. X was very knowledgeable and professional during face to face today. Was great to see there are very efficient professional staff within the public service who clearly demonstrate their excellent customer service skills. Could not fault estate team and was very impressed with fast response given the restrictions Dundee City Council has had to face for over 2 years. Thanks again for excellent tenant customer service received today.

I have come across X early in the morning before he is due to start work picking up litter from Lochee Park. Cheerful guy who enjoys his work and although no longer his remit is in Lochee Park before 7am picking up the never-ending litter. We are quick to criticise but this time I felt he was due a compliment for his extra unpaid work! Well done!

I would very much like to express my thanks to X who completed a gardening job in our front garden that we had waited almost 3 years to be completed. We are delighted with the work carried out and couldn't be happier. Please, please pass on our sincere thanks to X and his band of men for making our lives much more enjoyable. We will be spending many happy hours pottering about or enjoying our garden in the sunshine.

I wish to compliment your team on the excellent job they do of the assisted garden maintenance in my area. Several of my neighbours have their grass and hedges cut by the council and the team do an amazing job. It really improves the area. Thank you DCC.

I have used the Recycling Centre at Riverside a few times recently. The site is well organised and the staff are always very helpful and pleasant.

Ordered an uplift of bulky goods recently. The service was easy to use and delivered bang on time. The staff taking the order were friendly and helpful.

I would like to highlight one of your brown bin refuse collectors as an absolute star. My 3-year-old son is always super excited when the lorries go past and runs to the window to wave to the men. This man in particular is always first to wave to my son with a big smile on his face and give him a thumbs up. It makes my son's day. Thank you so much.

I would like to give a massive amount of praise to X who has gone above and beyond to help with bin issues within Buttars Place. The issues have been ongoing for years, however within weeks of X being on the case there has been a massive improvement. He has made such a difference to this street, so kind and friendly and even though he must deal with people moaning daily he is still so helpful! I honestly can't talk highly enough about the work he has done within this street. Excellent service.

Our father is elderly and was allocated X as his social worker/care manager. As a family we were appreciative of the way X responded to our queries, gave advice and support. He made a very difficult situation much easier due to his support and empathetic service. I know social workers are often complained about but I feel that good practice and service should be recognised. Many thanks. I have recently moved to Dundee and really enjoyed the concert at Magdalen Green on Sunday. Such wonderful music in a beautiful setting. Thank you.

I received a phone call from your Fuel Well Dept regarding my application. What a cheery and happy sounding person, she is great for dealing with the public. She went through my application over the phone, she wasn't in a rush to get finished for 5pm. I've nothing but praise for this lady, she even made me feel better due to her happy sounding nature, nothing was a problem to her and got my application sorted out. I feel I had to let you know.

I just wanted to offer a sincere thank you to the lady based at Lochee parking office who helped sort out the issue I was having with my pre-paid pass that I have for Greenmarket car park. Clearly gone out her way to help and very much appreciated and deserves a thank you for excellent customer service.

The staff from The Pod at St Francis arranged drop off play sessions over the summer holidays at Dundee Disabled Children's Association which were a great help for my grandson and the family. We can't thank X and the staff enough for arranging these sessions, it made a huge difference to us over the holidays. X has been at St Francis for the last 2 years and everyone involved in his care has been wonderful. The support and understanding given to him and the family have been excellent. Thank you to everyone at St Francis for the last two years of kindness, compassion and professionalism.

The replacement of shower doors has been completed and what a huge difference it is making, I would like to thank you for work well done. I also would like to say that the joiner who did the work was very tidy and cleaned up after him, was very professional and polite, a credit to his profession and council workers. Thanks very much.

I called on the 5th of September - I was on hold for a minute but then the nicest person ever picked up. She was so lovely and helpful as she was dealing with my enquiries about council tax that I just had to send a quick message. No one wants to use their lunch break to do something like this but she was so nice that it didn't even matter. Thank you!

I just wanted to give a massive compliment and thank you to your Aquatics Team that I speak to through email. I don't have a name, I don't know if it is one person or they just all happen to be so lovely and helpful but I just think they are amazing. I assume they must be inundated with questions and people wanting to know when things will be up and running properly on the swimming lessons but they have dealt with my queries about changing venue and class time etc so personally, lovely and quickly. It has been the same in previous years when I have had to contact them so I just wanted to highlight this. Thanks Aquatics Team!

Well done to Waste Management on the massive clean up after irresponsible members of the public during the strike and the resumption of nearly all the services next week. What an effort, credit due to them in their efforts.

Just wanted to say thank you to X today, had an issue with overpaying council tax and spent the day speaking with a collections company that got us nowhere. X fixed it in a few minutes.

Roads have been resurfaced this week and I wish to compliment your crew on the efficient way they did this. They were hard working, helpful to residents who needed access and exit and rarely seemed to take a break. Job well done.

I'd like you to pass on my thanks to the plumbers who did a job well done. They were always smiley and chatty despite the job being a big one (and on a Friday).

Please thank EVERYONE involved in the work that has been carried out at Seabraes and at Victoria/Balgay Park in the West End where I live. BEAUTIFUL work, hugely appreciated and THANKS for removing the hideous cypress tree in the circular display at the entrance.

I would like to thank you very much for your assistance recently in respect of registering my mum's death. I was understandably a bit anxious when actually having to phone but my first initial call dealt with by your colleague completely put me at ease. This trend continued when I spoke to you and the whole process was very straightforward. I was very impressed with the professionalism, tact and communication skills that you both conveyed throughout and it's so nice to be able to talk to people who clearly consider the client and their situation.

(also for Registrars) Thank you so much for your kindness and support in enabling us to proceed with X's paperwork. We feel so overwhelmed with all you have done for us and we thank you from the bottom of our hearts.

I wish to put on record my praise for the team who process all of my wheelie bins and food waste. The team are unfailingly friendly and helpful regardless of the weather or the challenges of their jobs. Their uniforms, equipment and vehicles are always clean and professional. They never leave items strewn on the road and all of our bins are returned safely to the pavement after emptying. They are worth every penny of my council tax contribution to refuse - and more. Importantly, I am not writing this because of the current legal action. I had intended to write this email for a while. I hope you are able to reward these people for their efforts.

I was in the East Housing Office this morning to arrange a new Blue Badge. I was so impressed by the young lady who helped me. She was pleasant, smiling and helpful. It was a pleasure to deal with her. Just wanted to say thanks very much to the lady who phoned me back and told me how to go about getting my partner's birth certificate as he was brought up in care. She was really helpful. I have paid for X's birth certificate and can't believe how easy it was. Great customer service.

About the team who manage the Scottish Welfare Fund - I just wanted to email a massive THANK YOU, really sincerely, from the bottom of my heart thank you. You guys are under immense pressure; however you have helped me so much, in what has been the worst 10 months of my entire life. You have always remained courteous and informative and I really am so very grateful for all of the support you have provided me with. I really do not know what I would've done had it not been for your department.

Tenant had her gas safety check carried out earlier this morning and asked me to pass on her thanks for the wonderful job done by the gas engineer. She said he was very pleasant, courteous and kind.

Would like to thank garden maintenance team who have pruned overgrown shrubs and cleared our communal back garden. Given DCC limited budgets over the years that keep reducing we are grateful to the team today for making a great job of our garden. With limited resources and staffing your garden maintenance team remain to provide excellent service to us tenants. Can't thank team enough for responding to my requests and carrying out work to excellent standard. Thanks again to all involved.

Tenant called for the repairs survey was over the moon with the completion of her new bathroom. Had nothing but praise for all the trades involved and how good a finish the job was completed. She especially praises the joiner – who not only did an excellent job but kept her house spotless as he worked.

The grassy section on beside the old doctors' surgery was just a mess, really overgrown. The young lad with the lawnmower made an excellent job of it yesterday and even came back today to clear all the mess off the path that the ride on mower had made. He is always very pleasant when you see him working away, a credit to your team.

The last 2 hedge cuts have been excellent. The hedge is perfectly straight and the guy who has done this (same man last two times) has done an excellent job. I wanted to highlight to you how happy my mum is with the hedge the past two times as we are always quick to complain. So, well done to the gardener.

Thank you for your swift action in up lifting the sofa from the entrance.

Again great work in cutting our hedges and grass. Keeping them nice means so much to us. Thank you to all of your team.

The crew of the bin lorry made my 3-year-old son's day with their brief interaction whilst they collected our recycling this morning. Taking the brief time to say hello and wave has put a huge smile on his face and he's going on and on about how good they are. Thanks very much to the crew for making his day!

Today I phoned Repairs at 8:45am and a workman came by 10:15am to check the boiler and identified a broken control panel, which he said he would report. An electrician arrived early afternoon and returned shortly with a new panel, which he fitted. I had heating by 2:15pm! This is excellent service! Thank you!

Thanks for excellent repairs carried out today. The joiners replaced exterior back door frame and fitted new insulation materials on both exterior doors today. Both tradesmen pleasant and carried out excellent joinery work. Couldn't fault customer service and thanks again to team.

Just wanted to say thank you for changing my kitchen tube light. It was a brilliant service and the person who came was polite, helpful and professional. He even remembered to take the cardboard box away before he left. Thank you very much.

(about blue bin collection) Just want to say ... many thanks for your quick and polite service. Complete satisfaction with your response and service.

(about dangerous path) The path has now been repaired - thank you so much for your swift action.

Today, one of your colleagues kindly walked an old man across the car park to the local corner shop. The old man was very slow, but he was so patient and kind and deserves a mention.

Delighted that you were able to pick up our food bin on Friday, even if it should have been collected on Tuesday. I appreciate the fact that DCC acted on my complaint.

I placed 2 requests yesterday for a repair to a step and a new rotary dryer. In less than 24 hours both jobs have been completed by polite, friendly and efficient staff. Fantastic service.

Just a wee compliment for the painters who came to do the mould on my bathroom/bedroom/ cupboard, they're a credit to the council. Two lovely young lads who were professional, polite, hard working. They did a great job

Thank you for quickly fixing the screen in the bus stop, greatly appreciated.

Thank you for the recent resurfacing and re- engineering of x Road. It now is a joy to drive from top to bottom without hitting a pothole. I also thank all the team that were involved in the project as they were always helpful and courteous in the way they carried the work out.

A very big thanks to Tayside Contracts for all the work in assisting in clearing the town during the recent flooding and for the swift response while dealing with horrible weather at unsociable hours.

Resident called to pass on his appreciation of the job done, he spoke to the Roadworker onsite who was very helpful.

Roads have been resurfaced this week and wish to compliment your crew on the efficient way they did this. They were hard working, helpful to residents who needed access and exit and rarely seemed to take a break. Job well done.

I phoned the council to complain about a neighbour who had dumped rubbish, including food, at her front door, which had lain there for over a week and no sign of her removing it. Scared it would attract vermin, I decided to call you. I was put through to the Compliance Team but had to leave a voicemail as no-one was available. This morning, at 08:15 a crew of four refuse collectors arrived to remove everything. Thank you so much for such a speedy and quality service. We are often quick to criticise the council but slow to speak up when they do something good, so well done and thank you again :)

Great service from x. He was passed an issue that no one was able to resolve for years. I was getting passed from pillar to post for years. He took over, investigated and passed to correct department and got issue resolved very quickly.

Like the dyslexic friendly font, much appreciated as someone who reads websites regularly.

I attended the Baldovie recycling centre. I just wanted to commend the young man's excellent service!! He was an absolute legend and went out of his way to help me! He is a credit to the site and the Council in general. I would appreciate if you could pass on my thanks to him and please ensure that his supervisor/ manager is aware of the fantastic service and compassion he displayed today.

I printed off temporary brown bin permit which unfortunately came off bin as bin guys were emptying neighbours' bins. By the time I taped permit back on, they were in next street. Spoke to bin guy who was understanding of my predicament. Assured me bin would be collected. To ensure this would be done spoke to x at customer services. She put me on to her supervisor who understood all of the above. Got a call from manager who was also understanding, he assured me bin would be lifted next day; which it was and guy had returned bin to rear of the building. Please pass on my thanks to everyone concerned.

I was surprised and delighted to see the cleansing operative working in x this morning has performed in an exemplary and cheerful manner in not only sweeping up the rubbish but also removing the vegetation which was growing at the side of the buildings and in the gutters. It was a pleasure to see the result of this gentleman's efforts and I commend him most highly for the work he has done this morning. He deserves a huge pat on the back.

About a citizenship ceremony - thank you for the great ceremony you guys had organised. Inviting our guest to take part in the ceremony was fantastic. Everything was perfect from start to finish. Thank you for making this important day even more memorable for everyone.

I would just like to bring to your attention that Morgan Place has never looked so clean since x came. I had to come downstairs to tell him he was doing a great job, not only was he sweeping, picking up paper, also digging out the weeds between the kerbs, oh and moving the bins to sweep underneath. Keep up the good work.

### **Thank you cards, emails etc**

In addition to the compliments made using the 'Tell Us About Good Service' online form, social care services often receive thank you cards, emails etc direct from the families of service users or others involved in their care. Examples of those received in the past year include:

For Social Care Response and Telecare:

Mrs X who had her alarm installed the other day called to say she had an excellent experience with the Telecare team who installed her alarm. They were very knowledgeable about SCR & Telecare and made her feel very relaxed and at ease.

Mr Y called to say that his mum had used her pendant as she had had an accident. The two staff who attended were so nice, reassuring his mum that everything was fine and not to worry. His mum doesn't use her alarm as she gets embarrassed, however after her experience today she is more confident in using her alarm.

Call from service user's daughter complimenting the telecare team, saying how nice they were and how they verbally talked through the equipment with her mum and made her mum feel at ease.

Compliment saying the service received from the first call to the final visit was second to none, very pleasant and helpful staff. Assistance on the phone was exceptional and the home visit from was also exceptional - both made my mum feel at ease and explained everything that they were doing. Well done to your teams!

I want to thank the control room staff for their help and also the workers who came out to see if I was ok. I was a little shaken but otherwise fine, your service is a life line.

Compliment from client's daughter. Telecare assessor was out to install equipment at mother's house, he was very professional and knowable of what he was doing, he had a kind nature towards my mother, he is an asset to your team.

Thank you card from service user saying that she wants to thank everyone for all their help and support when she had an accident, said your service is a lifeline for me.

For Health & Community Care support workers:

I couldn't be more thankful to you and what you've done for us. You really are an angel walking. Since the second you came into our lives, it's turned around and become the best life. Thank you so much. So much.

In times when people are quick to complain, our family wanted to pass on our compliments and thanks to your worker x. He is allocated as my dad's social worker and was previously allocated to my mum. The service he provided was responsive and sensitive and made difficult times less stressful, due to his helpful manner and calm demeanour.

My mother passed away last week. I'd like just to record our family's thanks to you and your colleagues for your assistance in getting carers in place as speedily as you did. The carers who came were fantastically supportive and frankly we would have really struggled without them.

I struggle with my confidence but also due to my anxiety and paranoia I find it difficult to feel comfortable discussing the issues that I face and come across. However, with x it is completely different. She is such a welcoming person I instantly felt comfortable to discuss all issues that I was facing with her. She has also given me such confidence in myself and things that I can still do. She is incredible. She has helped me more than anyone has helped me and I just really wanted to send you an email to express the most I can how amazing she is as a support worker! I wouldn't be where I am right now having the confidence to go on a bus and go grab a coffee myself without the support of x behind me. Please ensure my praise is passed onto anyone who this would please, as she has definitely been my saviour.

For Community Independent Living Service / OT:

Daughter wished to thank OT First contact and OT store/Driver for speedy service. Equipment ordered and delivered same day. Very grateful.

Service user called to advise of the "amazing service" and "really impressed" by the OT First contact service and OT store.

(relates to AHP Support Workers from Physio rehab and an OT Support Worker) My husband received excellent care from everyone who walked into the room. Tanya was the first nurse assisting us and she was a delight, what excellent care she provides. There were also others that I would like to mention as they were excellent too. Paula, the physiotherapist, has been wonderful. She gave my husband a new exercise regime that seems to be working well. Shona, the occupation health therapist has also brought in extra aids for my husband to try and it made a difference. We have been very impressed with the care and attention my husband received and I felt involved in his care and well-informed. Thank you so much for the excellent ongoing care!

Daughter of service user advised OT Store driver "was really nice and helpful".

For Community Treatment and Care Service:

Lovely feedback from 2 separate patients who attended clinic – one stating improvement of quality of life and the other really impressed with quick and seamless service. Staff also received lovely hamper of sweet things from a patient attending a wound clinic who had healed wound.

For Enablement and Support, Home Care and Housing with Care:

Son called to thank staff for going above and beyond for their mum and family and for all they had done over the years - that they are all angels and that their mum got her wish to die at home.

Daughter called to thank staff and service for support to their mother, saying they can't thank the team enough.

Now that my mother in law's care package has closed, I just wanted to take the opportunity to thank you and your team for all the help and support that you have given us over the last few months. I know that X. can sometimes be challenging, but your team's kindness and patience with her have been greatly appreciated. She is very fond of the Carers that visit her and speaks of them with affection. Their visits enabled her to maintain her independence for a lot longer than she otherwise could have. You were incredibly patient and supportive. Please pass on our gratitude to the rest of the team.

Saying how great the care X receives is, and described it as "excellent". Just wanted to pass that on and if you could let the care staff know as it is so important they hear the compliments, hope this gives them a boost!

Daughter of service user who sadly passed away wrote to compliment team on their outstanding care to her mum stating "the team were wonderful, even throughout the pandemic when family were unable to visit. The simple things the team done by keeping her up to date re phone calls made a big difference to her. The team were the most caring and professional team and we as a service should be very proud of the team.

I would like to take this opportunity to thank all your team working within the Adult Services Group for all their efforts and hard work in looking after the local community. Special thanks to the carers, housing with care staff and wardens at Brington Place that looked after my mum over the past 12 years. Knowing mum was well cared for daily really meant a lot to me. I was fortunate to go to work and do my job well because I knew my mum was cared for everyday by the amazing caring staff at Brington. Thank you all and keep up the great work.

A massive thank you to all the team from a very grateful daughter. The care and support you all provided to mum and dad over this past year has been outstanding. I feel privileged their care was allocated to yourselves.

Son phoned to say a big thank you to all the carers for looking after his mother, he said the care could not be faulted and asked me to tell the team how thankful he is for their good care of his mother.

We would like to thank everyone involved in mum's care, and especially her carers who we cannot thank enough for the kindness, compassion, laughs and care that they gave her.

I just wanted to say a big thank you to you both for attending to my dad who passed away while you were there. You were both so kind to myself and to my mum, who was quite emotional. You also were so kind to my dad as I'm sure were not expecting that when you came in to attend to him. You should both be very proud and a credit to your profession.

I am writing on behalf of my father and all the family to express my sincere gratitude to you and your team for the care shown towards dad.

Compliment from daughters who said that the change in their mother, even in the last 2 weeks, has been so positive. At home visit, they took a picture of their mother to send to extended family, to show them her progress. They are both very happy with the care service.

Email from daughter saying she wanted to thank my team for all the good care we give her mother, said we do a fantastic job.

Thank you all for the amazing care and attention you all gave to x in the last 4 weeks of her life, also the support you gave us and our family. You are all worth your weight in gold.

Thanks to x and her care team for the tremendous job they do in making our mum feel as safe as possible.

On behalf of the family, thank you all for the wonderful loving care you gave to my mother over the years she lived at x sheltered housing complex.

Thank you from daughter for attendance at her late mother's funeral and for all the care and attention her mother had for many years living in Housing with Care.

Thanks again for all your assistance with dad and now mum. You've made a big difference to the quality of all of our lives. I can see the difference in mum just like I did with dad once he started to get care and that means a lot to me.

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