

**REPORT TO: SCRUTINY COMMITTEE - 26 JUNE 2024**

**REPORT ON: ANNUAL REPORT ON COMPLAINTS**

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 161-2024**

## **1. PURPOSE**

To report on performance in dealing with complaints in 2023/2024, with comparisons to previous years, and to show how the Council continues to learn from complaints.

## **2. RECOMMENDATIONS**

It is recommended that Committee notes:

- a) the key performance indicators on complaints closed between 1 April 2023 and 31 March 2024, with trends from previous periods;
- b) examples of the volume of transactions the Council has with customers and citizens as a context for the number of complaints;
- c) examples of how complaints have been used to improve services;
- d) results of the satisfaction survey sent to people who made complaints in 2023/2024;
- e) 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 in the year between 1 April 2023 and 31 March 2024.
- 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.
- 4.4 Benchmarking information from other Scottish Councils, based on an analysis by the Scottish Local Authorities Complaint Handlers Network, is referred to at various points in the report.

## 5. OVERVIEW OF PERFORMANCE

5.1 Detailed information is included in the Appendices. Key issues to highlight include:

- (a) The number of complaints recorded in 2023/2024 increased to 1,024 compared to 830 in 2022/2023.
- (b) Performance in terms of the % of complaints closed within the target times dipped in 2023/2024 compared to 2022/2023.
  - for stage 1 complaints, the % meeting the 5-day target was 55.7% compared to 68.4% the previous year. A further 15.1% of cases were closed within an extended target timescale, up to 10 days.
  - for stage 2 complaints, the % meeting the 20 day target was 46.8% compared to 54.4% the previous year, although good use continues to be made of the facility to extend the target, which led to an improvement in the % of cases closed within either the target or extended target, up to 81.6%.

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, and stage 2 cases especially can be about complex and sensitive issues. However, a range of actions are underway to attempt to improve performance in the % of complaints which are closed within target. These include training for employees and more frequent reporting to Council Leadership Team. There has been some improvement in recent monthly figures.

- (c) The average number of days taken to close complaints in 2023/2024 was 7.7 days at stage 1 (compared to 5.0 days last year) and 27.8 days at stage 2 (compared to 26.1 days last year). While the target in the complaints handling procedure for stage 2 complaints is 20 days, this can be extended without limit, 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 2023/2024 and the previous 5 years.
- (d) Benchmarking data from other Councils is not yet available for 2023/2024. In 2022/2023, Councils across Scotland took an average of 7.0 days to respond to complaints at stage 1, with this figure rising to 12.1 days in our 'family group' of comparable authorities. For stage 2 complaints, the Scottish average was 20.8 days and the family group average 21.3 days.
- (e) The % of complaints fully upheld at both stages (24.9% at stage 1 and 21.9% at stage 2) were up compared to the 2022/2023 figures (21.4% at stage 1 and 14.4% at stage 2).
- (f) 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.

5.2 All of the issues raised by this report will continue to be discussed at Council Leadership Team, the Complaints Review Group and within individual services, and be highlighted in training sessions. 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.

## **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, sex, sexual orientation, race, or religion/belief. During 2023/2024, there were 10 such complaints recorded, 6 relating to disability, 2 relating to religion/belief and 1 each relating to sexual orientation and race. These complaints have been drawn to the attention of the lead officer with responsibility for equality and diversity and any issues he highlighted have been taken up with the services concerned.

## **7. CONSULTATIONS**

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

## **8. BACKGROUND PAPERS**

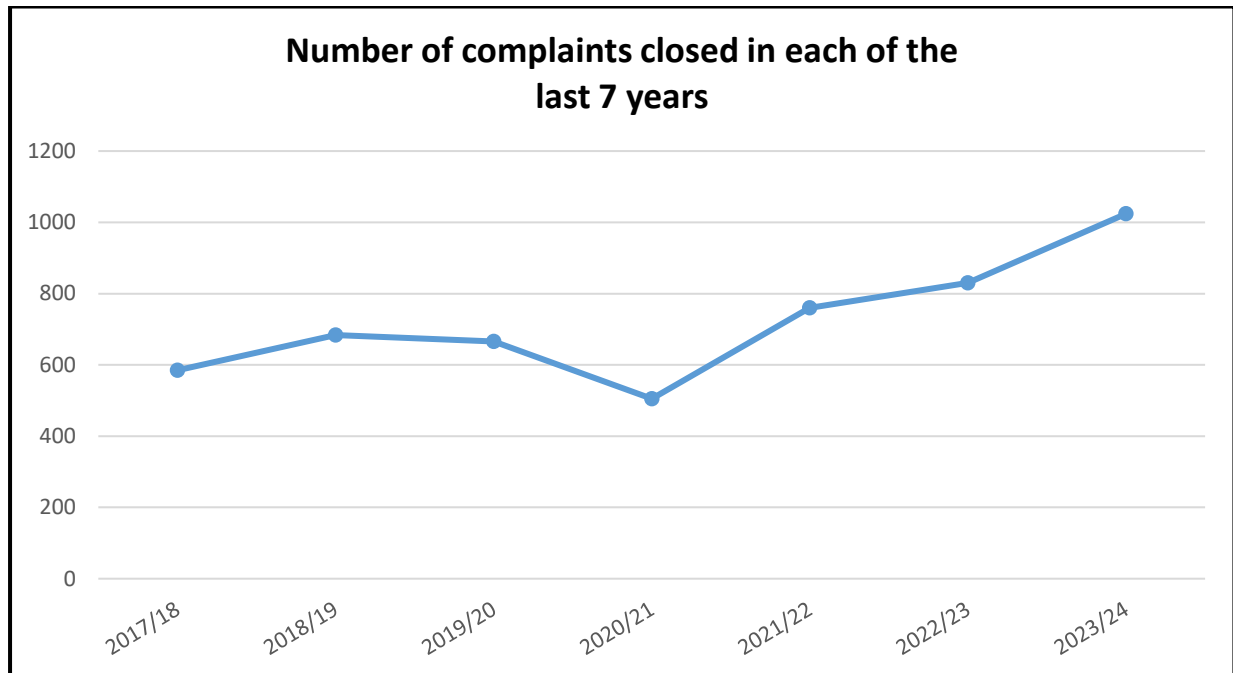
None.

GREGORY COLGAN  
CHIEF EXECUTIVE

Date: 6 JUNE 2024

ANDREA CALDER  
HEAD OF CHIEF EXECUTIVE'S SERVICE

## KEY PERFORMANCE INDICATORS

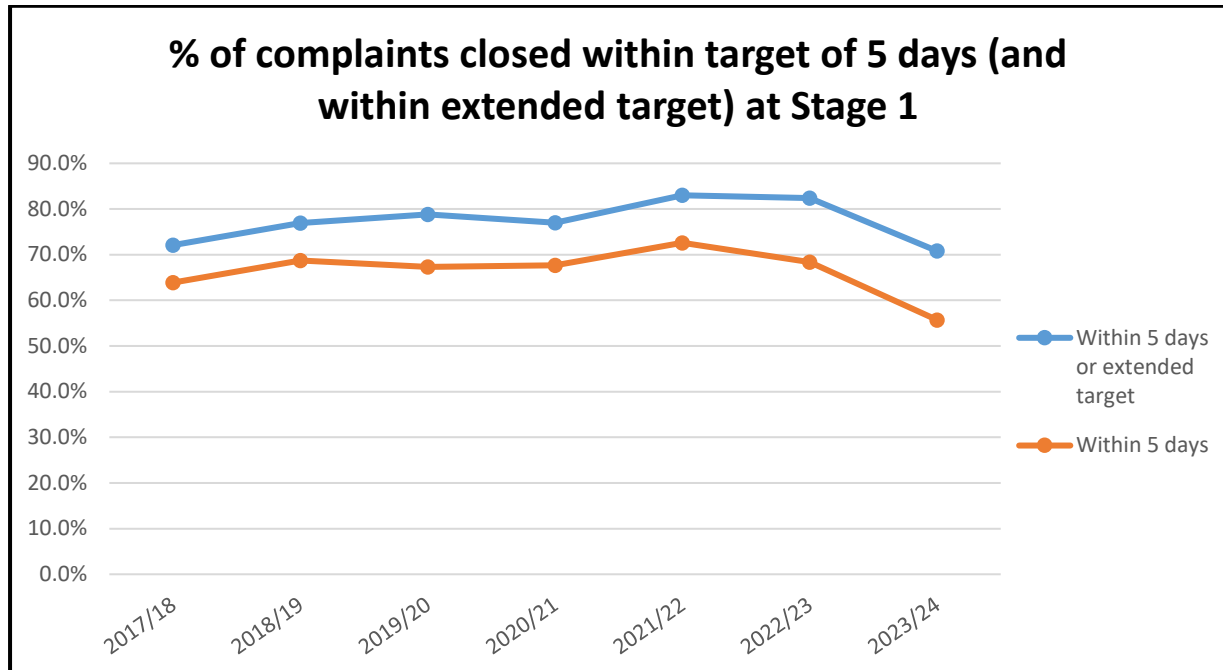


## BREAKDOWN BY SERVICE

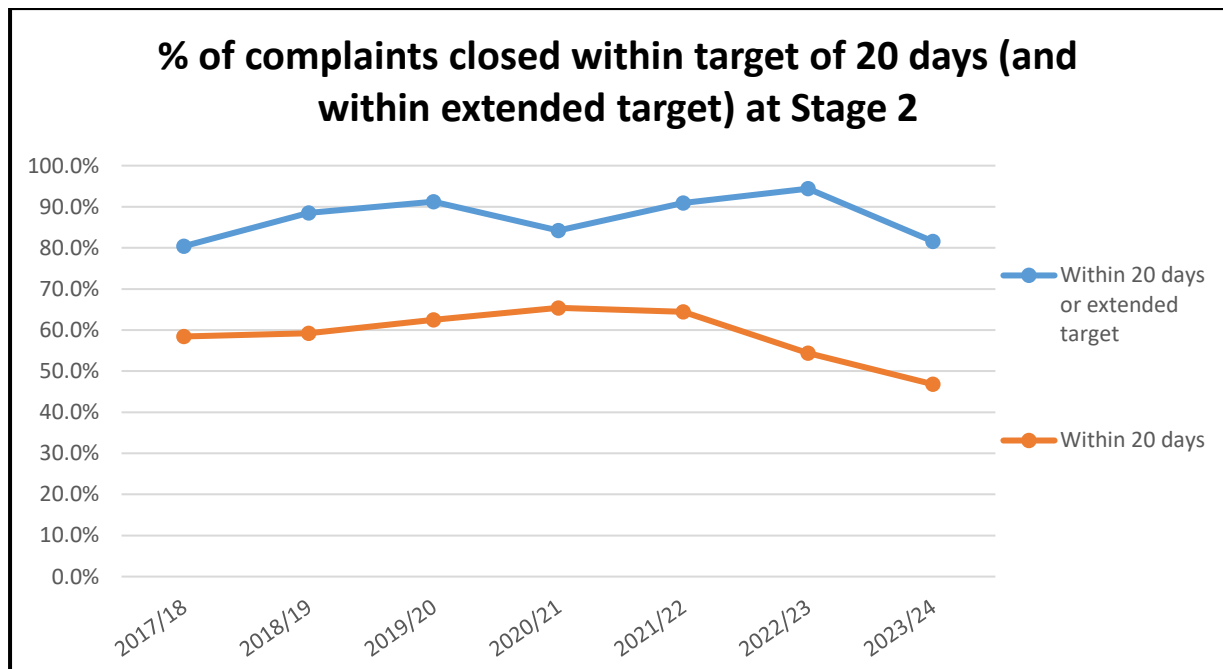
Service	2017/ 2018	2018/ 2019	2019/ 2020	2020/ 2021	2021/ 2022	2022/ 2023	2023/ 2024
<b>Corporate Services</b>	90	89	71	80	83	92	108
<b>Children &amp; Families</b>							
- Education	124	125	98	41	70	83	93
- Children's Services	16	46	43	30	37	60	52
- Criminal Justice	4	3	8	3	4	7	5
<b>Neighbourhood Services</b>							
- Housing & Construction	108	180	177	130	162	199	316
- Environment Services	145	153	136	129	263	228	232
- Communities, Safety & Protection	N/A	N/A	22	19	31	41	59
<b>City Development</b>	59	50	56	48	58	76	117
<b>Chief Executive's</b>	1	6	4	2	2	0	1
<b>Dundee Health &amp; Social Care Partnership: Community Care</b>	38	32	51	23	50	44	41
<b>Totals</b>	585	684	666	505	760	830	1024

The most significant % change since last year is the increase in complaints concerning Housing and Construction services.

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 2023/2024 was 7.7, compared with 5.0 in 2022/2023, 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 2023/2024 was 27.8, compared with 26.1 in 2022/2023, 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.

**NOTE:** Both the 5 day and 20-day targets are designed to drive improvement in the promptness of responses to complaints - they are not absolute standards that every case is expected to meet. However, action has been taken to try and improve the % of cases meeting the targets.

## BENCHMARKING ON CLOSURE TARGETS

Benchmarking with other Scottish Councils (based on the latest available 2022/2023 data) shows that the average number of days taken to close complaints at stage 1 in Dundee in the most recent period was similar to last year's Scottish average of 7.0 days, and better than the average for the family group of comparable authorities for 12.1 days. However, the average number of days taken to close stage 2 complaints in Dundee in the most recent period was higher than the 2022/2023 figures for Scotland as a whole (20.8%) and our family group (21.3%).

## COMPLEX COMPLAINTS

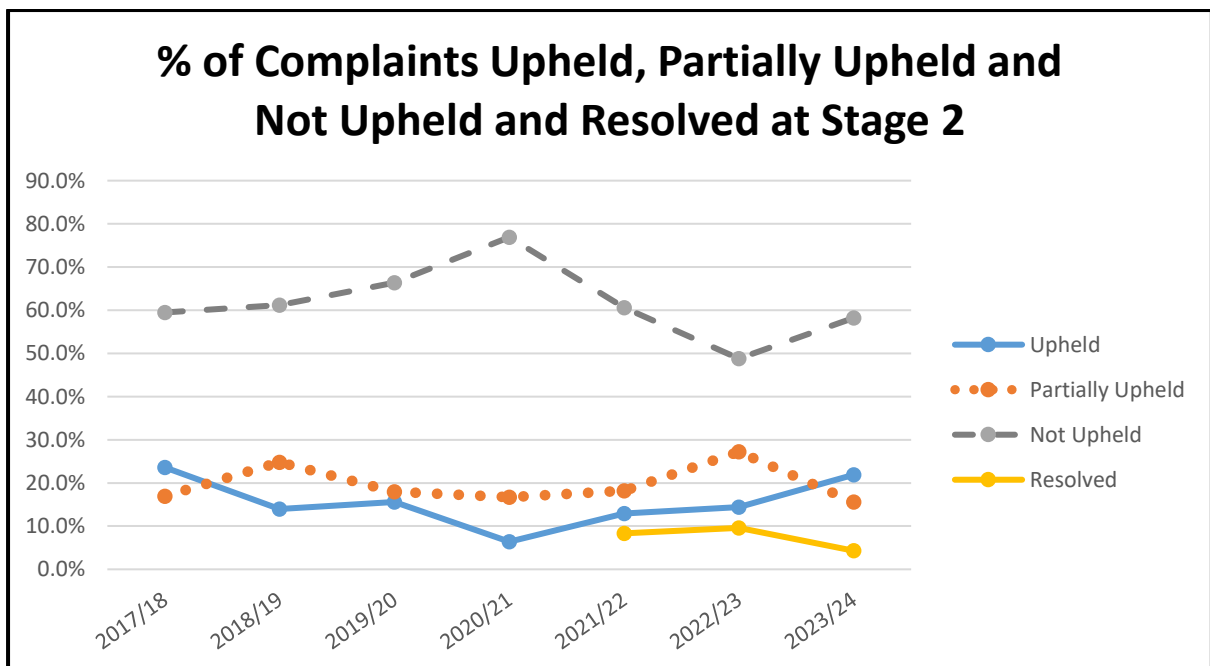
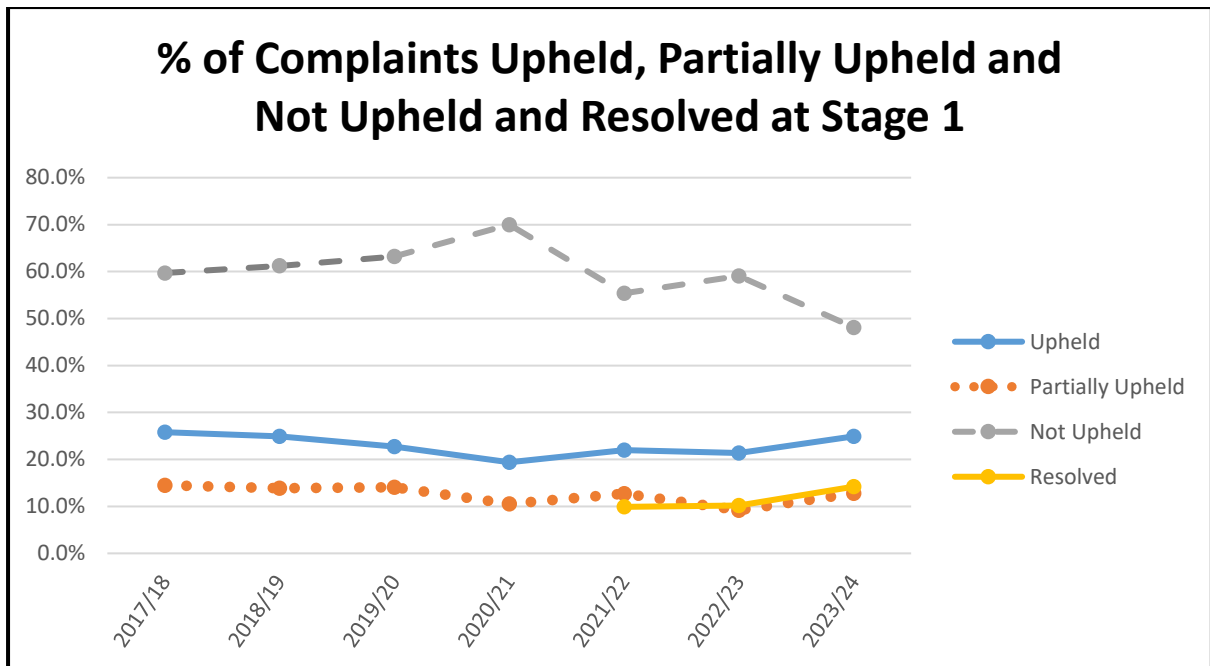
While the target in the complaints handling procedure for dealing with complaints at Stage 2 is 20 days, this can be extended without any limit as it is acknowledged by the Ombudsman that many complaints at this stage will be more complex and take longer to investigate. Data for the last 6 years on the number of cases closed in each time period, shows:

Year	20 days or less	21-39 days	40-99 days	100 days +
2023/2024	75	36	19	2
2022/2023	85	40	10	1
2021/2022	91	29	11	1
2020/2021	60	11	13	3
2019/2020	86	21	18	6
2018/2019	120	34	18	3

The complaints which took over 100 days to close over the 6-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	2023/24
Delay in responding to enquiries and requests	10.9%	13.8%	16.3%	18.2%	22.8%	16.2%	20.9%
Failure to meet our service standards	19.7%	21.5%	17.8%	15.5%	16.4%	17.0%	16.9%
Treatment by or attitude of a member of staff	29.4%	25.1%	24.8%	20.3%	18.9%	20.2%	20.5%
Failure to provide a service	25.3%	21.1%	25.6%	24.6%	27.2%	34.1%	26.8%
Dissatisfaction with our policy	8.3%	12.3%	11.2%	14.1%	11.4%	8.6%	10.5%
Failure to follow the proper administrative process	6.3%	6.2%	4.3%	7.3%	3.3%	3.9%	4.4%



**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 3 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.

#### BENCHMARKING ABOUT OUTCOME OF COMPLAINTS

Benchmarking data from other Scottish Councils is only available for 2022/2023. Comparing with Dundee's 2023/2024 figures shows that Dundee City Council upheld and partially upheld a lower % of complaints than both the Scottish average and the average of the family group of comparable Councils, as shown in the tables below:

**Stage 1 Outcomes - Dundee 2023/2024 compared to benchmark 2022/2023.**

Outcome	Dundee	Family Group	Scottish Average
Upheld	24.9%	29.8%	39.3%
Not Upheld	48.1%	32.4%	27.2%
Partially Upheld	12.8%	24.5%	16.8%
Resolved	14.2%	13.3%	16.7%

**Stage 2 Outcomes - Dundee 2023/2024 compared to benchmark 2022/2023.**

Outcome	Dundee	Family Group	Scottish Average
Upheld	21.9%	28.4%	30.4%
Not Upheld	58.2%	38.9%	42.1%
Partially Upheld	15.6%	19.1%	20.0%
Resolved	4.3%	13.7%	7.7%

Discussions will be had through the Scottish Local Authorities Complaint Handlers Network to identify any reasons why other Councils appear to uphold a higher % of complaints.

## APPENDIX TWO

## EXAMPLES OF THE VOLUME OF TRANSACTIONS THE COUNCIL DEALS WITH



## APPENDIX THREE

## 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 2023/2024:

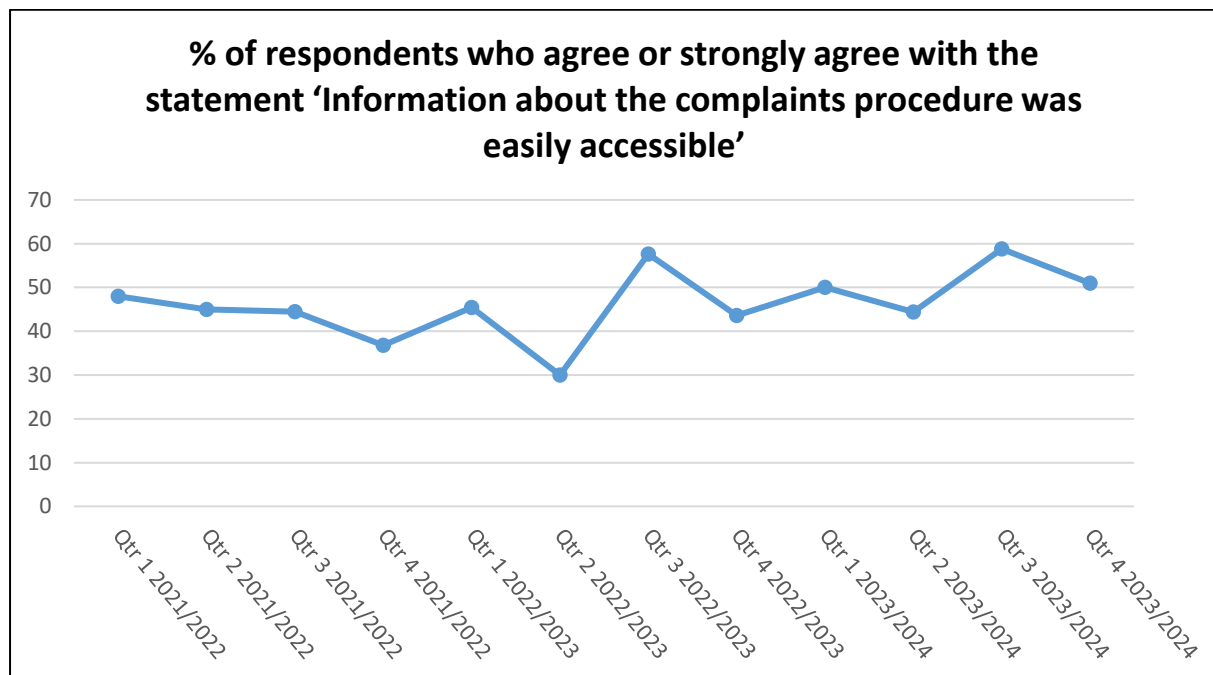
A customer complained that .....	We listened, we acted .....
She received a letter saying she had not responded to a request to allow access for an annual gas safety check.	The service acknowledged that the letter was inaccurate and poorly worded and would be reviewed along with the other letters used for this process.
Pupils had trained for a sports event then were not given the opportunity to take part.	Head Teacher to review communication protocols with staff and parents and ensure robust planning is in place to allow pupils to attend events whenever possible.
There was a delay in delivery of bins.	Stock recording system put in place to help avoid future delays.
Communal bins near their house were filling up quickly and not being emptied often enough.	Business Process Team to monitor situation to see if revised collection frequency had a positive effect and bin capacity is adequate.
He was unhappy with the information and assistance given in relation to recording noise from a neighbour.	Clearer information to be given to people making complaints about noise, specifically around the use of surveillance and other means of gathering evidence.
Calls to a number given in a letter were not answered and an email was not replied to.	The team introduced new voicemail protocols for hybrid workers and set up an automated reply from their email box.
They found it difficult to submit an online housing application form and felt that staff had not been helpful.	The manager reviewed the process for customers requesting a form and ensured all staff were clear about how to deal with requests.
They had not been given clear advice about options relating to their pension and how decisions could affect tax liability.	Communication with individuals who exceed the 25% tax free allowance will be clear to maximise understanding.
Street bins had not been secured correctly, taking up more space on the street and allowing people access to leave rubbish between the bins.	A supervisor closed the bins together, closing the gaps, and briefed crews on uplifting any spillage.
They thought it had been agreed that their child's school would raise a mitigation for exam results with the SQA's Examination Exceptional Circumstance Team.	School will ensure that written agreement and confirmation is sought from parents and young people regarding any consideration for Examination Exceptional Circumstance and/or additional support arrangements for sitting exams.
The content and tone of a letter he received, after indicating that he was considering an application for registration as a landlord, was intimidating.	Landlord Registration Team will review the circumstances in which such letters are issued to ensure they have sufficient evidence/ grounds before sending them.

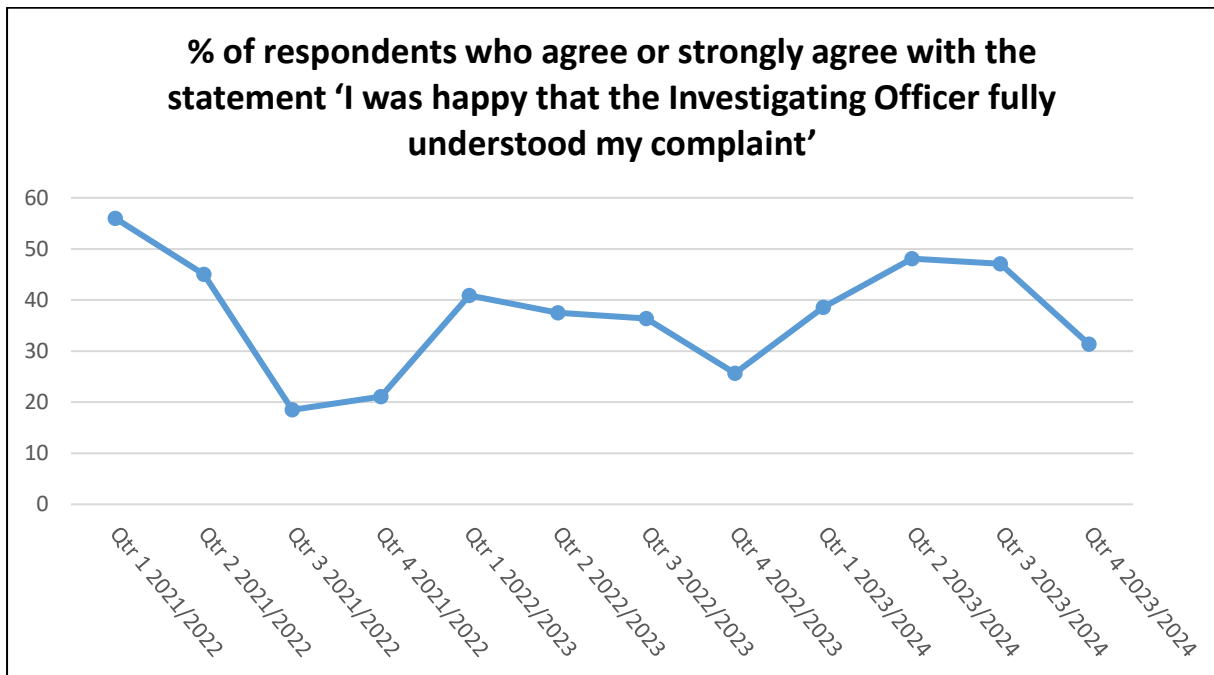
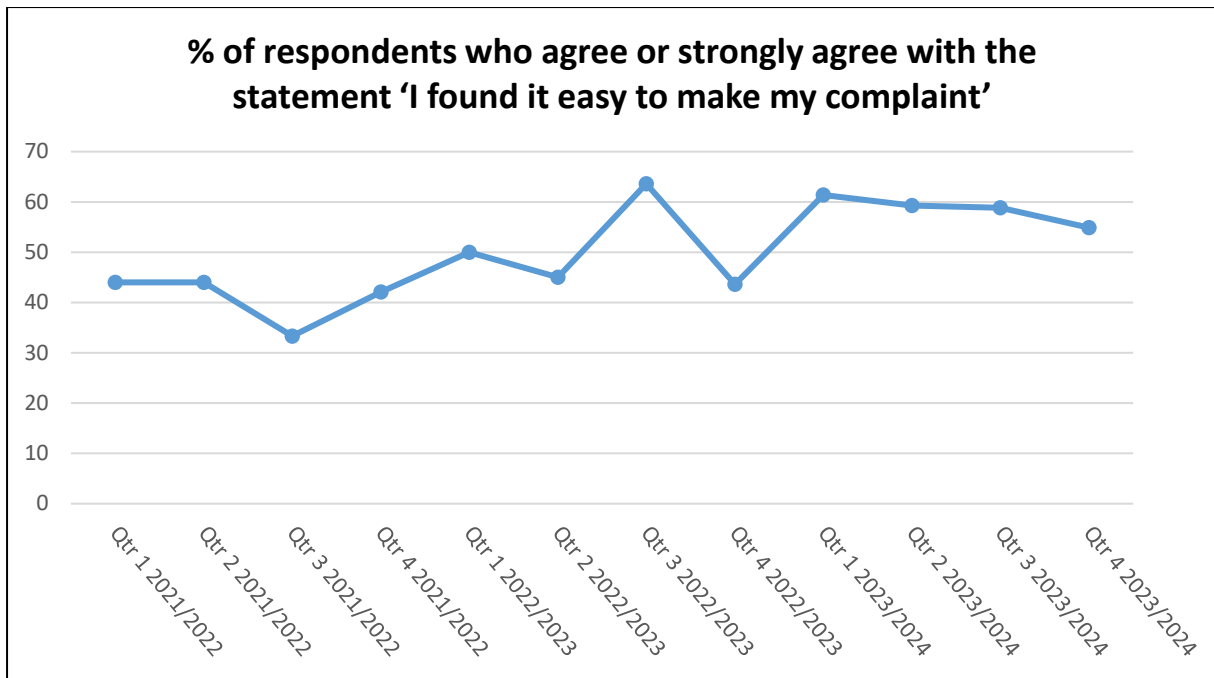
## SATISFACTION WITH COMPLAINTS HANDLING

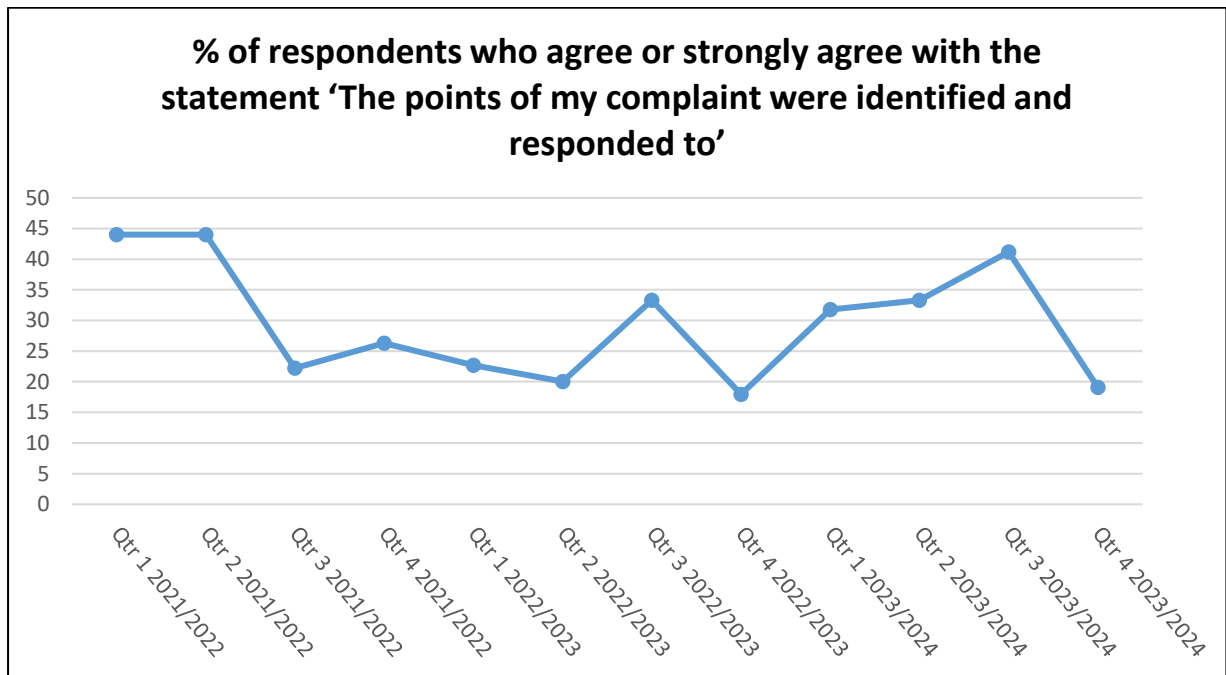
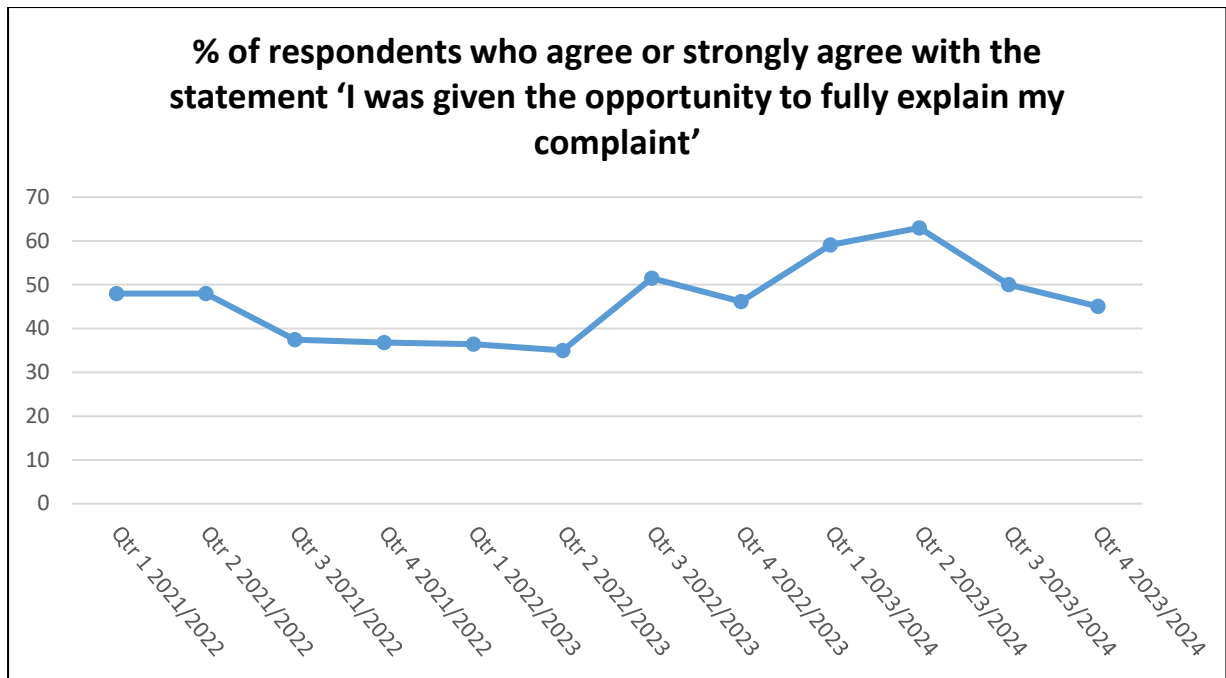
The model Complaints Handling Procedure requires the Council to report on a measure of customer satisfaction with its complaints process. To do this, surveys are issued every 3 months to people who have had a complaint closed off in the previous quarter.

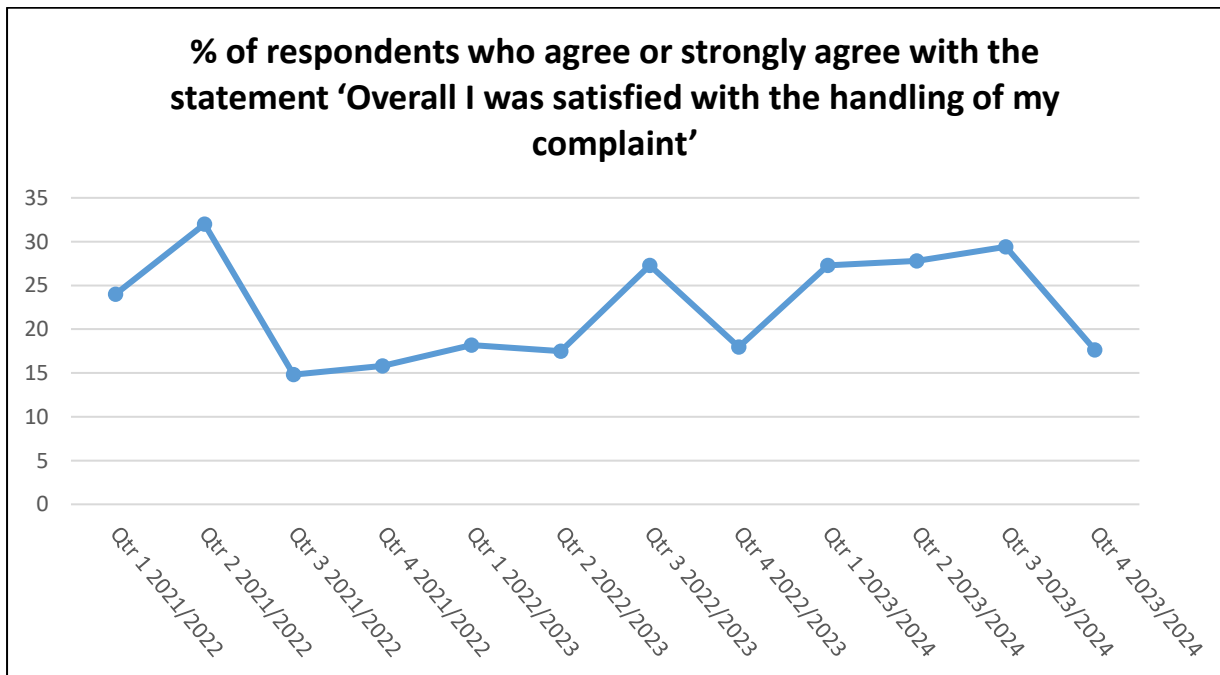
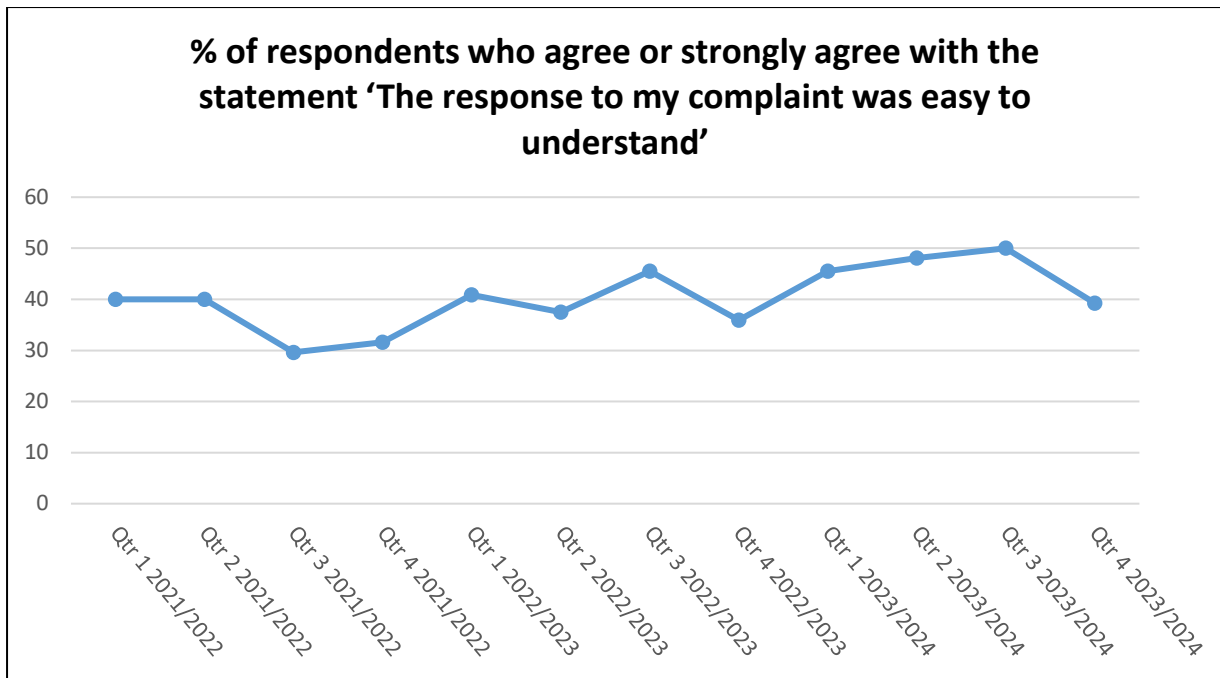
From the beginning of 2021/2022 we have been using a new survey agreed by the Scottish Local Authorities Complaint Handlers Network which is why trends are only available from the first quarter in 2021/2022. However, trend information is beginning to build up from the quarterly surveys and we now have 3 years of data.

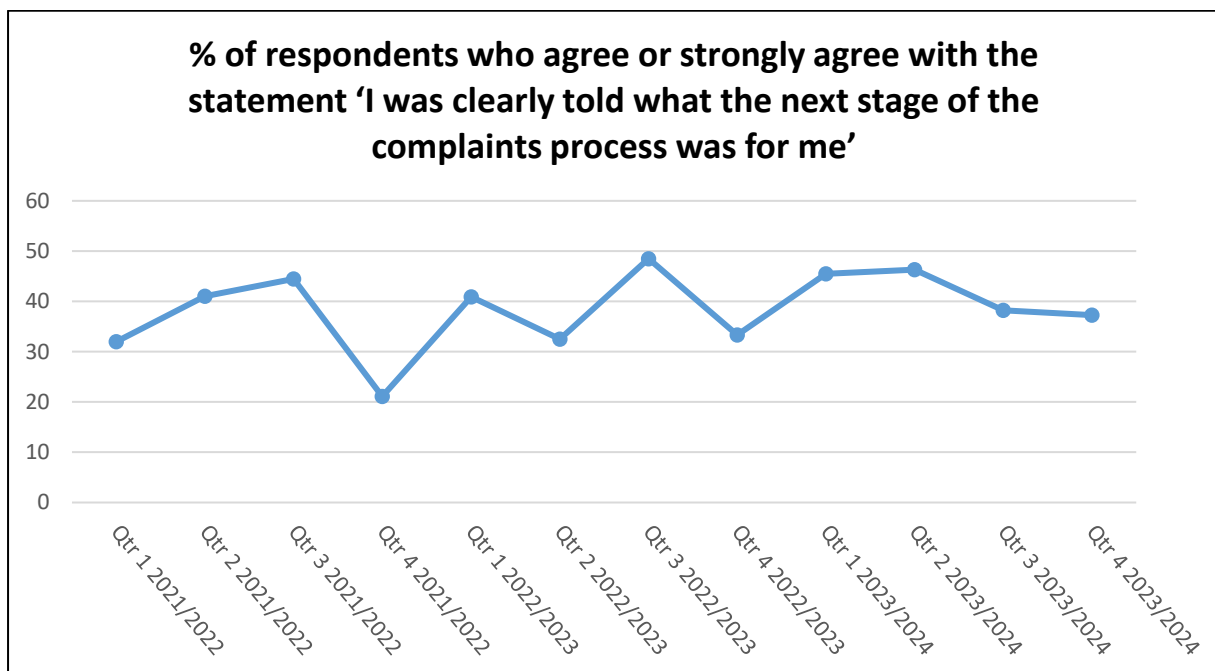
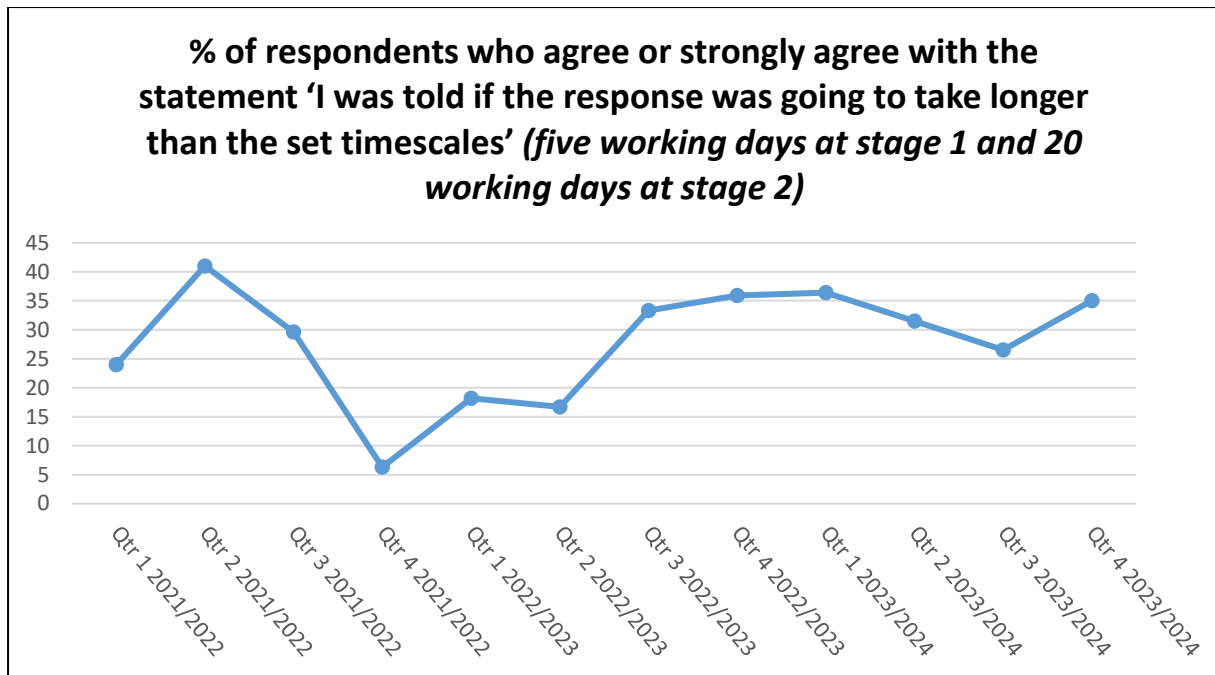
The charts below show the % of respondents who said they agreed or strongly agreed with each of the statements in the survey. Since the survey sample consists entirely of people who have made a complaint, many of which are not upheld, it may not be surprising that satisfaction levels are not particularly 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.











## BENCHMARKING ON SATISFACTION SURVEY DATA

Some limited benchmarking information is available from other Councils in Scotland who use the same customer satisfaction survey. In 2022/2023, the average % of respondents who said they agreed or strongly agreed with the statements was 34.6% across all Scottish Councils who ran the survey, compared to the most recent figure of 36.7% in Dundee. The comparable figures for just our 'family group' of comparable authorities was 39.5%. Work will continue (through training, communication with services, discussion at the Complaints Review Group and discussion at Council Leadership Team) to improve responses and hopefully improve satisfaction scores.

## 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 2023/2024 on the 'Tell Us About Good Service' online form on the Council's website:

- Huge thank you to Environmental Health for following up a concern I spoke to them about yesterday. A lady visited myself this morning and is going to arrange for the contaminated bins of some of our neighbours to be uplifted and also arrange for letters to be issued in connection with keeping the area tidy. I have been trying for many months to sort out this problem with the company whom we pay fees to, to upkeep the area and although they have listened and replied, and they have tidied up some fly tipping problems by having the maintenance man remove goods which have been left, the problem has been ongoing. I really appreciate the speed and effort that Dundee City Council has put into this problem and the understanding they have shown towards it. I am very hopeful that the actions which have been taken will resolve our problem. Thank you again for all support given.
- (for Trading Standards) X listened to my tale of woe (about a private company) and gave me some glimmer of hope and a course of action that may represent a possibility of a result. My sincere thanks for listening and for those who provide the service from a very grateful old man.
- As people are quick enough to report bad workmanship/bad experiences with tradesmen, I think it is only fair to also report a well-mannered, efficient, and competent tradesman also. The gas engineer who carried out my gas safety check this afternoon was all of the above and is an asset to Dundee Contract Services.
- Last year the walkway, cycle-path was greatly improved, between North Balmossie Street and Inchkeith Avenue but weeds were allowed grow creating an eye-sore on the north border spoiling the intended improvement. Today I used the path and very pleased to see the planting of many shrubs in the areas where weeds had previously been allowed to accumulate. Thanks for the planting of these new shrubs which finishes off a professional job. I guess the finances were not there last year, but thanks for improving the local environment. Well done.
- Hi, just to say thank you and the staff for coming back to Gowrie Street to empty the bins that had been missed. I notified you yesterday. It makes a big difference as there's quite a number of bins out and it's great you came back so soon. Thank you.
- X was in my street today strimming. Lived here 26 years and nobody has ever done it to his standard he has done today. What a pleasant hard-working guy based at Caird Park depot just now. I hope he gets the recognition he deserves - a credit to the Council.
- I would like to thank you for arranging for the verges to be strimmed in John Grahame Avenue, and the application of weedkiller. This has made a tremendous difference already and there have been positive comments. Many thanks again.
- Just thank you for all you people did to make Radio 1 Big Weekend such a great event. I know it can't have been an easy task. Made me so proud of our city.
- I just want to email to say thank you for an amazing Big Weekend. The Council have done an amazing job at hosting. I would love to see more events in Dundee as it was very well organised. Thanks.

- Paper bin at Naughton Place was overflowing. Missed collection for several weeks, had been reported by various residents. I emailed dcc yesterday, uploaded a photograph of bin, and it was emptied early this morning. Many thanks for your efficient response to this problem. Very much appreciated.
- We recently requested a Bulky Uplift of a Large Fridge/Freezer and a Garden Swing Seat. I was concerned that the Fridge/Freezer may prove too heavy for two persons to lift and may not be taken. However, the two young men who attended made short work of removing the doors and, much to our appreciation, removed all of the items. They performed all of the work with speed, efficiency and with great pleasantness. They were a joy to have in our home.
- Thanks to the chaps that cut hedge, picked up and emptied grass bin for homeless network flat. Left a real nice job done... thank you chaps... much appreciated, leaving the area lovely.
- Hi, just want to pass on my grateful thanks to Environmental staff along with Scottish Water for responding to the blocked drain at Bridge Street. Very professional and understanding. Drain cleared.
- I recently put in a request to have my shower fixed as it was hanging off my wall and the outer case was broken. My request was sent in on 6th July and by 11th July workman had been out to check. Decided I needed a new shower, and the shower was then fitted by two really professional guys, presented themselves well and nothing was any bother for them. I am extremely happy with the service I have received as a long-term tenant who pays their rent and having heard that getting repairs done can be a lengthy process I am more than happy to say that for me this has not been the case. Well done to the repairs department and thanks so much for being there and getting a new shower fitted in such a quick time.
- Hi, I just wanted to drop a message to praise your event as I'm sure most people message for a moan. I was at Slessor Gardens for Bastille on Saturday. It was so well organised; toilets were plentiful and clean. I was especially impressed by the fact you could take in sealed water; then free Scottish Water top up and lovely young guy going around with free chilled bottled water. Too often at events etc there is a mile long queue for a £4 warm water and mile long queue to disgusting toilets. All the staff were lovely, friendly, and helpful. Thanks again for a lovely time. The Gardens are lovely.
- I would like to thank you for your prompt response to my request on 26 May to spray weedkiller along the outside of the wall. This has made a huge difference to the street entrance, thank you.
- (For Customer Services) From the outset x readily assisted me. His professional and friendly manner was much appreciated. My Dad's issue has now been resolved and I would be grateful if our thanks could be passed on.
- Spoke with x from customer services who was lovely and had my query answered in minutes. Such a friendly, happy attitude over the phone which was really appreciated. Wanted to pass on my compliments to her!
- I contacted the Rapid Response Team yesterday about a couch having been dumped right next to my house by someone. When I arrived home from work today, the couch has been removed! What a fantastic service, thank you so much. Within 24hr I got house repair done thanks for the quick service thanks.
- My mum had lost her pendant for her Community Alarm. Phoned this morning and it was replaced within an hour - excellent service.
- Two repairs reported and I wanted to say thanks for the fast repair. Seems Council are getting better.

- I would just like to thank the meals service for my lovely, delicious meals. Also, the council and my support worker for arranging this for me. I really appreciate the nutritional meals which I can no longer make for myself. Thank you again. It's going to make such a difference to my overall health.
- Just wanted to say thanks for the Templeton Woods mountain bike skills course. I've just moved to Dundee, and where I've come from had nothing like this - just trails starting at red difficulty, limited to natural trail single track features. And if you didn't have a car to visit facilities further afield, the only choice was to jump in at the deep end (which is pretty unsafe and left me feeling unprepared for visiting other bike parks). In the few weeks I've been here I've made the cycle over to Templeton Woods twice and have had a blast trying out new skills. I already feel improved as a rider and am now excited to see what I can tackle in the local area. I am hoping to now bring a friend who hasn't really done any skills training and am confident he will be able to access the joy of riding features in a short space of time. So, thanks! This was a great decision to build this facility and I hope the council decides to continue to maintain it. Things like this make mountain biking a safer and more accessible hobby, even for 36-year-olds like myself.
- I would just like to say many thanks for the swift response in removing the overgrown plant. I was initially told that it may take up to 2 months or longer. However, the job was completed within 2 days which was very impressive indeed! Great to see that things are not all bad with council services.
- I'd complained last year about the mess of the area around St Marys Place/St Marys Street from litter and fly tipping, but everything looks great, and I'd just like to say thanks very much to the Environmental Department and the council employee who works in the area. I'd also asked for some dog mess to be cleaned up recently and I'm really grateful for the quick response from the Environment Department and Animal Control. It discouraged the people responsible from dropping it. Cheers.
- Thank you very much for the prompt service in fixing leaking bathroom tap and leak under kitchen sink.
- I requested help last night for a blocked sewage pipe and a plumber attended by 10:30 am. He has attended before as it's a recurring problem (neighbour upstairs uses tissues in loo I believe) He is always brilliant, gets the job done quickly and efficiently. Thanks so much for the very quick service and the great worker.
- Just to say thank you to the workers who did a great job clearing leaves from Bingham Terrace!
- This morning our bin men left a toy garbage truck at our door. Me and my son regularly go out to watch and wave when the bins are collected, and the guys are always so friendly. It makes my little boy so happy and leaving the toy today was just a lovely thing to do. Please let them know it put a big smile on both our faces.
- I complained about the condition regarding the leaves and of my fear at my age if I fell. A good job has been undertaken to remove the leaves, relieving my fears. Thank you for a job well done.
- Living alone and virtually housebound, I don't use many council services, but am very appreciative of the help I have received from the bins/recycling teams. Having lived in bigger cities, I would like to compliment Dundee Council on the cleanliness of the city. Recycling is one thing Dundee does well. I would also like to thank the staff who do bulk uplifts and food waste collection. Both have been very helpful to me while virtually housebound. Thanks also to the employees at the end of the phone.
- Thank you for fixing my shower so quickly after Christmas especially as I don't have a bath. My apologies for sending so many repair requests as I was desperate and stressed out. Plumber has just left and I'm over the moon. Thank you again and I'm sorry for being a pest when it was broken.

- The man came to repair within an hour of me reporting and was here for over an hour and a half clearing the sewage blockage as it was from my neighbour's system linked to mine. What a legend. Working in the downpour, freezing cold but determined to find where the blockage was sited. This has been a recurring issue which, but for his diligence, would have kept recurring as it was from the connecting pipes which were backing up my pipes. I am eternally grateful for the speedy service and for the pleasant chap who did his job with a smile in horrible conditions. Thank you so much.
- On New Year's Day had kitchen sink blockage that would not budge. Waited until 2/1/24 and tried product purchased from DIY store to unblock drain myself as I felt public holiday times are high costs to DCC and limited tradesmen/women available. Unfortunately, couldn't clear and called out of hours. I was taken aback by fast efficient service. Plumber arrived quickly and resolved sink blockage within minutes. Plumber was very polite and professional. As public we tend to focus on when services are not so good or not delivered and forget to highlight the excellent services, we do receive from housing repairs team. Many thanks for your fast, efficient service especially on public holiday. All credit to plumber who attended and to call handler. Thanks again for excellent service.
- Council workers have just cleaned paths and washing areas. It is a beautiful job they have done. My son uses electric wheelchair and can now get out in the backs. Excellent job, thank you.
- Many thanks for delivering replacement blue and black bins and removing damaged bins.
- Just a quick note to say how delighted I am to have the DCC bin reminder app! I have set it to remind me the night before and the morning of the bin collection. I'm impressed that it knows the whole calendar of bin collections and has facilities to contact the team if a collection is missed etc. This might be the end of phone calls from my wife when she arrives at work, having driven there, saying "remember to put the blue/black/purple bin out - I see the neighbours have theirs out" No more relying on "binfluencers" (neighbours who put their bins out early).
- I would like to say what a great job is being done with the lighting in Morven Terrace Sheltered Housing Complex. It is wonderful the difference this lighting is making to the complex. The workmen are very pleasant and obliging to move equipment when tenants need past them. They are working very quickly. Thank you.
- Just a quick note to say thank you for sending staff down to remove all the suckers from the base of the lime trees at the bottom on Guthrie Terrace. It is much appreciated, as it improves the appearance of the trees and the street no end. Thank you. Keep up the good work.
- Contacted repairs team out of hours on Friday 23rd to report exterior drainage problem. Was informed by call handler that he would put a line in for me for staff to attend following day. As agreed, tradesman attended Saturday morning and jet hosed exterior drains. Tradesman was very efficient and resolved problem. Pleasant tradesman and demonstrated efficiency and professionalism carrying out job. Great example on how DCC repairs team should be delivering services to tenants.
- My daughter had a request for payment for Council Tax despite being a student. She is not overly comfortable with verbal communication, so I called on her behalf. The council agent could not have been more helpful. She stepped through the query and fully resolved the issue - with my daughter only having to provide her input to support security verification. Fantastic, friendly, and helpful service. Thank you.
- We have today had the flooring replaced in our kitchen. The work carried out was superb. X did a fantastic job, he was friendly, helpful, and tidy. We would like to say thank you and well done to him.
- I would like to thank you for the excellent service from the Bulky Uplift Team today. I had 5 items picked up, all for £29, which is great value for money. This service is much appreciated.
- I would just like to say a big thank you to the garden maintenance team. I'd never manage to cut the grass with my back, so I really appreciate the service. Thank you again.

- Could you please pass on my thanks to the cleansing department for their great work keeping the bottom of street and Lorne Street clear of alcohol cans and bottle. I would also like to thank the gardeners for the work in my street, tidying the borders and laying the wood chipping, looks really nice.
- I had signed up for the £100 prepaid parking scheme for dcc car parks but hadn't managed to get the card loaded with credit at Bell Street despite a couple of attempts. Today I was at Greenmarket hoping to get it to work this time. X was about, working on one of the machines, so I asked if she could help me. She took the time to patiently talk me through the whole process, and then took me to the barriers to show what I should do if the barrier didn't recognise my number plate. She was helpful and friendly. Excellent customer service and brightened my day.

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

In addition to the compliments made using the 'Tell Us About Good Service' online form, services sometimes receive direct emails. In particular, 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 compliments received directly in the past year include:

- (about gravedigger at Barnhill Cemetery) Went above and beyond to help us find the plot and we couldn't thank him enough. He is a credit to the Council and city.
- I wanted to record our genuine and sincere thanks to all of the staff at Eastern Primary School. Both our boys have had the privilege of going through nursery and early primary years at Eastern and we could not have asked for a more dedicated team to teach and guide them. Our boys get so much from going to Eastern and I wanted to send you a genuine and heartfelt message to ensure this positivity is recognised at "the centre." We are so lucky to send our boys to such a wonderful school. We cannot praise them enough!
- Have to say I am really happy to see that the Council starting to rewild a number of areas. It's a big switch and will help enormously moving forward.
- I want to thank you and your team - particularly x for addressing my complaint timeously and effectively. He was very pleasant to deal with and showed empathy, whilst explaining the current barriers and constraints experienced by the local authority. I returned yesterday from a work trip away to find that the communal garden has been cut and all weeds strimmed. What a difference it makes. It's now safe to use the steps to my shed. Thanks for your integrity.
- Thought I would say a very big thank you for the doors on our close. I appreciate so much you organising the automatic closure on the doors it makes such a difference for me getting in and out. X was just a gem, so kind and thoughtful. Also we had two of the nicest lads doing a lot of the work in the close. Really pleased.
- Tenant called wishing to pass on his thanks and feedback to tradesman who was very helpful, and no job has been too much. Jobs have been completed very well and he took time to show tenant what he had done and what exactly the problem was.
- I would like to thank you for the support with my discretionary housing payment.
- (About OT service / Dundee Independent Living and Community Equipment Centre) X was singing your praises, and also that of the service provided. He is really pleased with the workmanship carried out at his home. Big thank you from him.
- Every year I mean to write to you - and sometimes I remember to do so - to say THANK YOU for all the wonderful work that you and your team of gardeners and landscapers do to enhance our environment here in Dundee. I have the pleasure of being able to walk in Victoria and Balgay Park (what a beautiful job you have made of the entrance at the corner of Blackness and Balgay Road) and also, I frequently walk/drive along Perth Road where the planting and landscaping of Seabraes is absolutely delightful. Please let all your colleagues (designers, gardeners, whoever) know that I have written to thank them for brightening up my life. I realise that your work must become more and more difficult as each year passes given the cutbacks

on finances and staff and so I congratulate you on what you accomplish on our behalf and for our pleasure.

- I would like to formally express my gratitude and respect for all those involved with my daughter at Harris Academy. From P7 transitional preparations through to this day, x has shown incredible interest, warmth, and care in ensuring her needs are met. X has been such a supportive Guidance, and x has been exceptional in supporting her daily. As a whole, ESA staff have provided a safe and caring space for her, she speaks of them highly, and I have observed beautiful relationships. Staff have also extended great warmth and care to me as our family have experienced very difficult circumstances over the past year. I have been moved by the level of care and support provided and could not be more grateful. You have an amazing team there at Harris Academy, giving so much in a very demanding job, and I am very keen that this is recognised.
- For Social Work Adult Services - It was lovely to meet you today. X has a resistance to anything relating to social work. I've seen him at his worst but today was marvellous. I know that you won't have any idea of how well you did with him, but to have him engage with you the way he did, on a first meeting, was as rare as it was brilliant.
- (in relation to financial help given via the Discretionary Housing Payment Fund) I would like to inform you that I have now secured full-time employment. Thank you very much for the assistance I have received from your department over the last year - it was greatly appreciated during what was an extremely difficult time.
- Bulky uplift completed today. Impressed with the team in attendance - they were extremely courteous, polite, and hard working. Request they are commended for their hard work and professionalism.
- (For the Benefits Delivery Team) This is a note to say THANK YOU THANK YOU very much, I greatly appreciate your assistance in relieving me from such great stress, I can breathe now.
- Huge appreciation for the quick delivery of shower chair.
- Lot of praise received from service users stating how happy they are with the delivery of equipment from the equipment store. They have all expressed how pleasant and helpful staff have been and are impressed with the efficiency of the service.
- (For Customer Services) Thank you to X. He has been a great help through all of this. Fantastic customer services from him - 5 out of 5.
- I contacted customer services this morning for advice. I had an extremely nice and very helpful lady helping me. I would just like to say that she is a credit to your workforce.
- X signed for a tenancy yesterday. Her mum has just phoned to say how grateful she is for the support and help you gave to her daughter while she has been living in x. She was amazed at how X opened up to you about issues she has had in her life as she had not really opened up to anyone so openly before. Mum could not have sounded more appreciative of the difference you made to her daughter. The whole family are elated with the offer. She told me she feels we, as Tenancy Officers are not given enough credit for the work we do.
- Thank you so much. I phoned Customer Services this morning about my bus pass. Very polite and nice manners. Keep up the good work, thank you again.
- I am writing to express my gratitude for the excellent work and kind manner that your social worker x has shown me and my dad. My mother has Alzheimer's and x has been diligent in working to get help for my dad as he tries to manage my mum in their own home. She has also been very kind to me as I have spoken to her on the phone. I would like her superiors to know what an asset she is to your team. Thank you.
- (from a councillor) (Lady) was telling me about her ailments and the troubles she was having. I contacted OT and this morning the trades are at her door to put in a brand-new suite that will work with her medical needs to also gives her a better bathroom. Thank you so much for all

your coordination with the works, but also it reminds me that across thousands of properties across the city we only ever hear about the bad and it's important that we also focus on the good.

- (from a legal firm) I would just like to say that your new online Outdoor Hospitality Space Permit is so user friendly and has to be the easiest outdoor Permit I have ever applied for in Scotland, England, or Wales. Gold Star Dundee! Amazing!
- (for the Community Care team) Just a short note to highlight the excellent service my family received from a member of your team. Our family hit a bit of a crisis with our 92-year-old mum yesterday and x showed a care, consideration and sensitivity that went way beyond duty. Not only did he treat mum with dignity and respect, but he was also very understanding of how anxious and frustrated I was with the situation we found ourselves in and helped make a very difficult situation much more bearable. Folk is always very willing to let services such as yours know when they have a complaint, I just wanted to share a good news story and express the gratitude of my mum and her family - x was a star!
- (following a response to a complaint about a debt letter sent by Revenues) I just wanted to write back to say thank you for the response you sent me, it was really appreciated. Although you have not upheld my complaint, I am happy with the response and action taken along with the responses to my questions.
- (Thank you card sent to a social care worker) Thank you for making my life much easier.
- (for Environment) Thank you so much for coming to our meeting on Tuesday evening. We found your presentation very informative and interesting, and we are very keen to engage about the management of green spaces within the West End to see if we can help DCC achieve their ambition of increasing biodiversity.
- (for a member of staff in Revenues) Thank you for listening to my tales of woe and for being hugely successful in delivering bad news in the most palatable manner! You may still have a career in diplomacy in case taking calls from The Frustrated gets to you eventually.
- (from Police Scotland) Thank you to the Rapid Response Team for attending a crime scene to assist with cleaning.
- I had workmen around replacing garden steps and some slabs. They did an excellent job. They were so friendly, efficient, and funny, so I wanted to say thank you to them for a fab job.
- Thank you to everyone involved in the care and maintenance of Dundee's open spaces, the parks, the gardens, the flower beds. You do a brilliant job, and, like many fellow Dundonians, I want to say that you cheer our hearts, that your efforts are appreciated hugely. I really want all those involved to know that their efforts are appreciated, especially as circumstances/finances become harsher year on year.