

Appendix C - Service Improvements and Actions taken 2021-22

Aragon Waste Services

Several complaints received about the delays in processing refunds when the brown bin service had to be suspended. Apologies were given and refunds made.

Planning Service

Several complaints were upheld about problems getting through by telephone and the service agreed to improve the options available to customers.

A customer unhappy with conflicting information received resulting in delays in their application being submitted was advised the service would undertake - further staff training and improve validation requirements on this type of application to improve the service to customers.

Highways Service

Several complaints were upheld about insufficient information about road works – the service agreed they must work with their contractors to improve their communication with residents.

Other upheld complaints included some about lack of or incomplete consultation over Traffic Regulation Orders. This led to the service undertaking to review consultation processes, including communication, reviewing the geographical scope of consultations and communication frequencies including ensuring outcomes are communicated effectively and promptly.

Housing Needs Service

Several complaints about housing application timescales and how they were handled were upheld. The Service agreed to review its processing around ensuring that PHPs are agreed and sent to clients and regularly reviewed with client. Service also agreed to change its process to improve response times.

Special Educational Needs (SEN) Service

Several complaints were upheld regarding delays in communication and timescales around issuing a EHCP plan. It was agreed to increase the capacity of the Service and that the Department would implement an Annual Review Improvement Plan.

Shared Transactional Services (STS) (Council Tax & Benefits)

Several complaints were upheld regarding incorrect records and bills. The Service agreed to feedback to the management team so that the annual billing process could be reviewed.

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