

## Appendix 2

### Lessons learned from complaints received

Complaint	Description	Department	Lessons Learned
Concern with overpayment of Housing Benefit	An overpayment had been created on account despite regular updates to earnings and updates on employment status	Revenues and Benefits	An investigation into the case identified missed opportunities by council staff to gather required information from the claimant to update their claim and prevent an overpayment on the account. As a result, the overpayment amount was written off and an apology given. Procedures have been updated and staff reminded to check for any documents that may be outstanding when in contact with claimants
Unacceptable conduct of market trader	Aggressive and intimidating nature of market trader when questioning price of item	Community Team	Community Team officers are now on site on market days as stalls are setting up to provide advice and guidance, as well as monitor behaviour. Each market has one contact who is the main point of contact for all stall holders and remains on site for the duration of the market. A comprehensive review of the markets is to be undertaken in Autumn 2020.

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Gas connection fee for Warm Homes Funding	Unaware of gas connection fee required in application for Warm Homes Funding from Warm & Well and the subsequent delays in the installation of the new heating system.	Housing	Following the investigation, the wording of the Warm & Well publicity leaflet is to be reviewed to make clearer to applicants and avoid confusion in the future to prevent reoccurrences.
Nuisance Noise complaint	Persistent noise nuisance complaints received due to music played by building contractors when working at nearby property. Complainant has asked workers on site to reduce volume but requests are ignored.	Community Team / Environmental Health	As a result of complaints such as these, the Community Team have worked with the Legal Team to review the processes in place for noise nuisance complaints and the legal options available for noise abatement notices to be issued. The new Civil Enforcement officers will be able to start work immediately on taking any enforcement action necessary as a result of the process review.

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Approval of planning application and display of completion if planning conditions	Complaint over the decision to approve planning permission for development and information held on the council website showing the outstanding planning conditions	Planning and Regulatory Services	Following an investigation by the LGO, no fault was found with the way in which the council had handled the planning application. However, the Ombudsman found fault that the information on the outstanding planning conditions was not shown on the council website. The Council has since worked with our software provider to rectify this and ensure that this information is shown for future planning applications.
Full recycling bins at the mini recycling centres	Continued reports of full recycling bins at the mini recycling centres in Pickering, causing residents to make multiple visits and dissatisfaction	Streetscene	Following feedback, there is now daily monitoring of the mini recycling centres by Streetscene staff to track levels of usage and ensure prompt collection when bins become full.

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Multiple missed collections	Multiple missed garden waste collections from property	Streetscene	<p>The InCab technology used in the vehicles allows real time information from the crews on the ground to staff in the offices by logging the circumstances of the missed collections. In this case, the investigation also involved speaking to the crew involved. Also the CCTV cameras on the vehicles allow staff to see footage if further investigation is required. In this case, the reason for the missed collections was due to a misunderstanding and this was rectified upon contacting the customer to speak about the situation and put in place a solution that both the occupier and the crew were happy with.</p>