

Report to: Performance Scrutiny Committee

Date of Meeting: 20th February 2014

Lead Member/Officer: Lead Member for Customers and Communities
Head of Customers and Education Support

Report Author: Corporate Complaints Officer

Title: Your Voice – Q3 report 2013/14

1. What is the report about?

The report provides an overview of the feedback received via Denbighshire County Council's customer feedback policy 'Your Voice' during Q3 2013/14.

2. What is the reason for making this report?

To provide the Committee with information regarding any performance issues and to make recommendations to address these accordingly.

3. What are the Recommendations?

That the Committee

- 3.1 note and comment on the performance of services; and
- 3.2 determine if any service's performance in responding to complaints merits further investigation by the Committee's performance link member.

4. Report details

Headlines for Q3 (please see appendices for further detail).

- The council received 114 complaints, a 23% decrease on Q2.
- Complaints against Planning and Public Protection peaked in Q2 at 39 but have subsequently decreased to 24 in Q3. Only 8% of these complaints concerned Community Safety Enforcement, compared with 44% in Q2.
- The council received 231 compliments during Q3, an 11% decrease on Q2.
- For the second consecutive quarter, Adult and Business Services received the most compliments – 71 (31%).

Performance

- 96% of complaints were responded to within the 'Your Voice' timescales. This is a slight decrease on Q2 performance (97%), but does exceed the corporate target of 95%.
- 87% of complaints were successfully dealt with at stage 1, consistent performance compared to Q1 (86%) and Q2 (87%).
- Only 75% of stage 2 complaints were responded to within the 'Your Voice' timescales. This is a decrease on Q2 performance (100%).
- 2 service areas are highlighted as having RED status; Business Planning and Performance and 'Other'. The complaints logged against 'other' were authority wide and related to flooding incidents.

5. How does the decision contribute to the Corporate Priorities?

The Your Voice scheme directly contributes to the corporate aim of:
An excellent council, close to the community.

6. What will it cost and how will it affect other services?

All costs relating to customer feedback are absorbed within existing budgets.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

Not applicable.

8. What consultations have been carried out with Scrutiny and others?

Monthly reporting to the Senior Leadership Team. Annual reporting to Corporate Governance Committee.

9. Chief Finance Officer Statement

Not applicable.

10. What risks are there and is there anything we can do to reduce them?

By not dealing with complaints effectively, the reputation of the Council may suffer.

11. Power to make the Decision

This paper contains information to enable the Committee to perform its scrutiny role with respect to the performance of Council Services as per Article 6.3.4(b) of the Constitution.

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Your Voice information

A1 Your Voice reporting periods

A1.1 The following periods are used for reporting data:

Quarter 1: 1-Apr to 30-Jun

Quarter 2: 1-Jul to 30-Sep

Quarter 3: 1-Oct to 31-Dec

Quarter 4: 1-Jan to 31-Mar

A2 Complaint response timescales

A2.1 In October 2013, the authority adopted the Welsh Government's 'Model Concerns and Complaints Policy' (as recommended by the Public Services Ombudsman for Wales). Key amendments include:

- adoption of a two stage process; and
- adjustments to response timescales
 - Stage 1: **10** working days
 - Stage 2: **20** working days

A3 Your Voice performance measures

A3.1 A traffic light system will be used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

Red	Less than 80% of complaints responded to within timescale
Orange	when more than 80% but less than 90% of complaints responded to within timescale
Yellow	when more than 90% but less than 95% of complaints responded to within timescale
Green	more than 95% of complaints responded to within timescale

A3.2 To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

Symbol	Indication
▲	Improvement in performance
▼	Decline in performance
◀	No change in performance
–	No data for period for comparison

Appendix 2

Table 1: Overall complaint response times for Q3

Service Area	Quarter 1 (13/14)				Quarter 2 (13/14)				Quarter 3 (13/14)			
	Recd	Within	%	Status	Recd	Within	%	Status	Recd	Within	%	Status
Business Planning and Performance	0	0			5	5	100%	– G	1	0	0%	▼ R
Legal and Democratic Services	2	2	100%	◀ G	1	1	100%	◀ G	0	0		
Customers and Education Support	8	8	100%	◀ G	8	8	100%	◀ G	2	2	100%	◀ G
Environment	38	36	95%	▼ G	34	34	100%	▲ G	27	27	100%	◀ G
Finance and Assets	10	10	100%	◀ G	7	6	86%	▼ O	13	13	100%	▲ G
Housing and Community Development	17	16	94%	▲ Y	21	21	100%	▲ G	9	9	100%	◀ G
Planning and Public Protection	8	8	100%	◀ G	39	38	97%	▼ G	24	24	100%	▲ G
Highways and Infrastructure	22	21	95%	▲ G	19	17	89%	▼ O	22	21	95%	▲ G
Communication, Marketing and Leisure	10	10	100%	◀ G	11	11	100%	◀ G	14	14	100%	◀ G
Education	2	2	100%	– G	1	1	100%	◀ G	0	0		
Other	0	0			3	2	67%	– R	2	0	0%	◀ R
	117	113	97%	◀ G	149	144	97%	◀ G	114	110	96%	▼ G

Table 2: Corporate response times according to each complaint stage for Q3

Q2	Count	Within	%
Stage 1	101	100	99%
Stage 2	12	9	75%
Stage 3	1	1	100%
PSOW	0	0	
Total	114	110	96%

Table 3: Social Services complaints data

OPEN and CLOSED Complaints SUMMARY

Month	Adult & Business Services					Corporate - Adults					% within time, where ended	Children & Family Services					Corporate - Children					% within time, where ended
	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn		No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	
April	3	3				0					100%	4	2			2	0	0				100%
May	4	4				0					100%	3	2	1			0	0				67%
June	4	4				0					100%	6	6				1	1				100%
July	5	5				0					100%	9	8			1	1	1				100%
August	5	4			1	0					100%	2	1	1			0					50%
September	4	4				0					100%	5	4			1	0					100%
October	5	4	1								80%	7	6		1							100%
November	4	4				0					100%	4	3		1		0					100%
December	3	3		1		0					100%	4	4				0					100%
January																						
February																						
March																						
Total	37	35	1	1	1	0	0	0	0	0	97%	44	36	2	2	4	2	2	0	0	0	95%

In line with legislation, social services and school complaints are dealt with under separate processes.

Table 4: Compliments received for Q3

Service Area	No	%
Social Services Adults	71	31%
Social Services Children	22	10%
Business Planning and Performance	0	0%
Legal and Democratic Services	0	0%
Customers and Education Support	11	5%
Environment	41	18%
Finance and Assets	0	0%
Housing Services	22	10%
Planning and Public Protection	9	4%
Highways and Infrastructure	38	16%
Communications, Marketing and Leisure	17	7%
TOTAL	231	