

Report To: Performance Scrutiny Committee

Date of Meeting: 12th June 2014

Lead Member / Officer: Head of Customers and Education Support

Report Author: Corporate Complaints Officer

Title: Your Voice – Q4 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' and via the statutory social services procedure during Q4 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 note and comment on the performance of services.

4. Report details

Headlines for Q4 (please see appendices for further detail).

- The council received 130 complaints, a 14% increase on Q3.
- A total of 510 complaints were recorded during 2013/14 – a decrease of 8% compared to the previous year.
- There was a significant rise (122%) in the number of complaints against Housing Services; 20 in Q4 compared to 9 in Q3. 90% (18) concerned asset management. Please see appendix 4 for further detail.
- There was also a significant rise (100%) in the number of complaints against Communication, Marketing and Leisure; 28 in Q4 compared to 14 in Q3. 68% (19) concerned libraries. The majority of feedback has concerned the recent installation of a payment kiosk in the new Library Plus, Prestatyn.
- Complaints against Environmental Services fell for the fourth consecutive quarter; Q1 (38), Q2 (34), Q3 (27) and Q4 (22).

- There was also a significant decrease (62%) in the number of complaints against Planning and Public Protection, 9 in Q4 compared to 24 in Q3.
- The council received 158 compliments during Q4.
- For the third consecutive quarter, Adult and Business Services received the most compliments – 51 (32%).

Performance

- 93% (121/130) of complaints were responded to within the 'Your Voice' timescales. This is a decrease on Q3 performance (96%), and does not meet the corporate target of 95%.
- Overall performance for the year is 96% (488/510) of complaints responded to within the 'Your Voice' timescales. This exceeds the corporate target and is rated GREEN.
- 93% (121/130) of complaints were successfully dealt with at stage 1, a slight improvement in performance compared to previous quarters; Q1 (86%), Q2 (87%) and Q3 (87%).
- Only 56% (5/9) of stage 2 complaints were responded to within the 'Your Voice' timescales. This is a decrease in performance compared to previous quarters; Q1 (83%), Q2 (100%) and Q3 (75%).
- 2 service areas are highlighted as having RED status; Legal and Democratic Services and 'Other'. The complaint recorded against 'other' was cross-service involving Council Tax and Housing Services.
- Highways in Infrastructure are highlighted as having ORANGE status.

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, quarterly reporting to Performance Scrutiny Committee and 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 is a paper for information, rather than for decision.