

Report to: Performance Scrutiny Committee

Date of Meeting: 20th November 2014

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

Report Author: Corporate Complaints Officer

Title: Your Voice report – Q1 & Q2 2014/15

1. What is the report about?

The report provides an overview of compliments, suggestions and complaints received by Denbighshire County Council under the council's customer feedback policy 'Your Voice' during Q1 & Q2 2014/15 (appendix 1).

At the request of the Committee, the report also contains specific reference to the recent drop in performance in dealing with complaints, and the number of complaints not resolved within timescales in Highways & Infrastructure and Finance & Assets (appendix 2).

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 comments on the performance of services and if appropriate identifies areas for future scrutiny.

4. Report details

Headlines for Q1 (please see appendices for further detail).

- The council received 141 complaints.
- There was a significant rise (200%) in the number of complaints against Planning and Public Protection; 27 in Q1 compared to 9 in the last quarter. 74% (20) concerned Community Safety Enforcement.
- Complaints against Finance and Assets increased by 67% (15 in Q1 compared to 9 in the last quarter). There was also a 36% increase in complaints against Environment (30 in Q1 compared to 22 in the last quarter).
- Complaints against Highways and Infrastructure decreased by 32% (19 in Q1 compared to 28 in the last quarter). There was also a 29% decrease in

complaints against Communication, Marketing and Leisure (20 in Q1 compared to 28 in the last quarter).

- The council received 133 compliments during Q1.
- The council received 17 suggestions during Q1.

Performance – Q1

- 94% (131/140) of stage 1 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
 - 91% (10/11) of stage 2 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
 - 93% (130/140) of complaints were successfully dealt with at stage 1.
 - 3 service areas are highlighted as having RED status; Finance and Assets, Highways and Infrastructure and Legal and Democratic Services.
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Headlines for Q2 (please see appendices for further detail).

- The council received 93 complaints, 34% less than Q1.
- The council received 111 compliments during Q2.
- The council received 3 suggestions during Q2.

Performance – Q2

- 88% (78/89) of stage 1 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 88% (7/8) of stage 2 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 96% (85/89) of complaints were successfully dealt with at stage 1.
- 5 service areas are highlighted as having RED status; Finance and Assets, Housing and Community Development, Planning and Public Protection, Highways and Infrastructure and HR.

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

There are no obvious financial implications arising from the report.

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

Articles 6.1 and 6.3.4(b) of the Council's Constitution outlines the Committee's powers with respect to complaints and service's performance.

Contact Officer:

Corporate Complaints Officer

Tel: 01824 706169