

**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 11 June 2015

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

**Report Author:** Corporate Complaints Officer

**Title:** Your Voice report – Q4 2014/15

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**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 Q4 2014/15 (appendix 1).

As the Committee has not requested analysis of specific service areas, this is not included, as in previous reports.

**2. What is the reason for making this report?**

To provide the Committee with information regarding 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 Q4 (please see appendix 1 for further detail).**

- The council received 78 complaints in Q4, bringing the annual total to 411 – a decrease of 19% compared to the previous year.
- Complaints against Environmental Services decreased by 39%; 14 in Q4 compared to 23 in Q3.
- Complaints against Highways and Infrastructure decreased for the first time this year. Down 48%; 15 in Q4 compared to 29 in Q3.
- Stage 2 complaints for Planning & Public Protection increased by 75%; from 4 in Q3 to 7 in Q4.
- The council received 103 compliments during Q4.

- The council received 16 suggestions during Q4.

#### **Performance – Q4**

- 88% (66/75) of stage 1 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 67% (6/9) of stage 2 complaints were responded to within the 'Your Voice' timescales. **This does not meet the corporate target of 95%.**
- 92% (69/75) of complaints were successfully dealt with at stage 1.
- Four service areas are highlighted as having RED status; Customers and Education Support, Environment, Planning and Public Protection (stage 2) and Highways and Infrastructure (stage 2).
- Three service areas are highlighted as having AMBER status; Housing and Community Development, Planning and Public Protection and Highways and Infrastructure.

#### **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. 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

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