

Report to: Performance Scrutiny Committee

Date of Meeting: 16 July 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

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.

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