

**Report To:** Corporate Governance Committee

**Date of Meeting:** 28<sup>th</sup> September 2015

**Lead Member / Officer:** Councillor Hugh Irving, Lead Member for Customers and Libraries  
Tony Ward, Principal Manager – Business Support

**Report Author:** Clare O’Gorman, Corporate Complaints Officer

**Title:** Your Voice annual report 2014/15

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### 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 the period 01.04.14 – 31.03.15.

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

To provide the Committee with an overview of the volumes and types of feedback received during 2014/15 to enable the Committee to agree that the council has a robust system in place for dealing with customer feedback.

To provide the Committee with information regarding the Public Service Ombudsman for Wales’ annual report and accompanying letter.

### 3. What are the Recommendations?

It is recommended that the Committee agree whether any further information is required in order to assure itself that the council has a robust system in place for dealing with customer feedback.

### 4. Report details

Headlines for 2014/15 (please see appendix 1 for further detail).

- A total of 411 complaints were recorded – a decrease of 19% compared to the previous year’s total of 510. Changes in the way complaints are recorded accounts for this in part. Previously, complaints that escalated to stage 2 were counted again, in effect double counting.
- Overall performance for the year is 91% (365/400) of stage 1 complaints responded to within the *Your Voice* timescales. **This does not meet the corporate target of 95%.**

- Overall performance for the year is 84% (32/38) of stage 2 complaints responded to within the *Your Voice* timescales. **This does not meet the corporate target of 95%.**
- The number of complaints successfully dealt with at stage 1, i.e. they did not progress to stage 2, increased to 93% (up from 91% last year).
- A total of 708 compliments were recorded – a decrease of 5% compared to the previous year's total of 749.
- A total of 76 suggestions were recorded – an increase of 13% compared to the previous year's total of 67.

### **Public Services Ombudsman for Wales**

29 complaints were made to the Ombudsman during 2014/15. This is higher than the Welsh local authority average, see appendix 2 for further detail. One section 21 report was issued and concerned a Protection of Vulnerable Adults investigation, Adult Social Care. Section 21 reports are issued by the Ombudsman when the public body agrees to implement any recommendations made by the Ombudsman, and confirms he's satisfied that there is no public interest involved. A summary of the complaint is included as appendix 3.

2 complaints of Members breaching their code of conduct were made during 2014/15. Both complaints were closed after initial consideration, see appendix 4 for further detail.

#### **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**

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**

Article 15 of the Council's Constitution outlines the Committee's powers with respect to monitoring and dealing with complaints.