

**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 24<sup>th</sup> September 2015

**Lead Member / Officer:** Lead Member for Customers and Libraries  
Principal Manager – Business Support

**Report Author:** Corporate Complaints Officer

**Title:** Your Voice report – Q1 2015/16

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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 Q1 2015/16 (appendix 1).

As requested at the Committee meeting in July, the report also provides specific examples of services learning from complaints (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 107 complaints during Q1 (37% more than Q4 2014/15). A similar pattern compared to last year.
- The number of stage 2 complaints increased by 47% compared to the last quarter (from 9 to 17). Six of these complaints were made by the same customer.

- The council received 101 compliments during Q1 (two fewer than the last quarter).
- The council received 18 suggestions during Q1 (two more than the last quarter).

## **Performance – Q1**

- 86% (86/100) of stage 1 complaints were responded to within the 'Your Voice' timescales. This does not meet the corporate target of 95%.
- 94% (16/17) of stage 2 complaints were responded to within the 'Your Voice' timescales. This does not meet the corporate target of 95%.
- 90% (90/100) of complaints were successfully dealt with at stage 1, e.g. they did not escalate to stage 2 of the procedure.
- Four service areas are highlighted as having RED status for stage 1 complaints (appendix 1, table 1). RED status means less than 90% of complaints were dealt with within timescale.
  - Legal, HR & Democratic Services
  - Highways & Environmental Services
  - Finance & Assets
  - Community Support Services (complaints dealt with using the statutory social services complaints procedure are highlighted in table 4)
- One service area is highlighted as having RED status for stage 2 complaints (appendix 1, table 2):
  - Highways & Environmental Services

## **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:**

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