

Your Voice information

1 Your Voice reporting periods

The following periods are used for reporting data:

- Quarter 1: 1-Apr to 30-Jun
- Quarter 2: 1-Jul to 30-Sep
- Quarter 3: 1-Oct to 31-Dec
- Quarter 4: 1-Jan to 31-Mar

2 Complaint response timescales

The 'Your Voice' feedback policy states that the following timescales should be adhered to when responding to complaints:

- Stage 1: **10** working days
- Stage 2: **20** working days

3 Your Voice performance measures

A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

Red	less than 90% of complaints responded to within timescale
Amber	when more than 90% but less than 95% of complaints responded to within timescale
Green	more than 95% of complaints responded to within timescale

To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

Green	Improvement in performance
Red	Decline in performance
White	No change in performance
-	No data for period for comparison

Table 1: Overall complaint response times for stage 1 complaints – Q1

Service	Quarter 1 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	3	1	33% (R)
Customers and Education Support	6	6	100% (G)
Revenues and Benefits	7	7	100% (G)
CES Commissioned Service	0	0	-
Education	3	3	100% (G)
Highways & Environmental Services	34	26	76% (R)
Finance and Assets	12	10	83% (R)
Economic & Business Development	0	0	-
Planning and Public Protection	20	20	100% (G)
Communication, Marketing and Leisure	11	11	100% (G)
Community Support Services	4	2	50% (R)
Corporate Total	100	86	86% (R)

Table 2: Overall complaint response times for stage 2 complaints – Q1

Service	Quarter 1 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	0	0	-
Customers and Education Support	2	2	100% (G)
Revenues and Benefits	3	3	100% (G)
CES Commissioned Service	0	0	-
Education	4	4	100% (G)
Highways & Environmental Services	3	2	67% (R)
Finance and Assets	0	0	-
Economic & Business Development	0	0	-
Planning and Public Protection	5	5	100% (G)
Communication, Marketing and Leisure	0	0	-
Community Support Services	0	0	-
Corporate Total	17	16	94% (A)

Table 3: Compliments received

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0			
Legal and Democratic Services	0			
Customers and Education Support	11			
Revenues and Benefits	3			
Education	1			
Highways and Environmental Services	43			
Finance and Assets	14			
Economic and Business Development	0			
Planning and Public Protection	3			
Communication, Marketing and Leisure	24			
Community Support Services	2			
	101			

Table 4: Social Services complaint response times for Q1

Social Services' data is reported separately as the process and timescales are different

Month	Community Support Services					Corporate - CCS					Approaches to the Ombudsman	Children & Family Services					Corporate - Children						
	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn		% within time, where ended	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	No Complaints	No within time	Beyond	Still open	Ended eg withdrawn	% within time, where ended
	April	2	2				0						100%	0									
May	3	3									100%	0											
June	3	2		1							100%	1	3	3									100%
July												1											
August												0											
September												0											
October												0											
November												0											
December												0											
January												0											
February												0											
March												0											
Total	8	7		1		0	0	0	0	0	100%	0	3	3	0	0	0	0	0	0	0	0	100%

Table 5: Social Services compliments received

	Adult & business services	Corporate Adults	Children & family Services	Corporate Children	Social Services General	Total
April	14		5			19
May	8		6			14
June	4		3	1		8
July						0
August						0
September						0
October						0
November						0
December						0
January						0
February						0
March						0
Total	26	0	14	1	0	41

Extract from minutes:

16.07.15 RESOLVED – that the Performance Scrutiny Committee:-

(a) receives and notes the contents of the report, and

(b) agrees that a copy of the learning from complaints feedback report be appended to future quarterly reports.

Service:	Customers and Education Support
Customer feedback influencing service design and delivery:	
<ul style="list-style-type: none"> • Following feedback from schools, we've set up the Technicians Forum. This is open to school ICT Technicians and any staff with an ICT technical lead. The group meet once a term to share ideas, experiences and best practice and where appropriate work collaboratively on ICT related projects. This helps to enhance ICT provision in our schools and make good use of available resources. It also provides a forum for good communication between the schools and the Authority's ICT department. • Improved communication channels between Gaia and Central ICT helpdesks in response to an problem in this area as reported by numerous schools (even if we haven't gone ahead with the full proposed solution the comms between the two helpdesk is improved now quoting ticket numbers, ICT keeping Gaia & others up to date with downtime / upgrades etc.). • Implementation of the Sims webpage. SIMS is the 'School Information Management System' used by all Denbighshire schools to hold and manage their pupil information. The Authority provides support to the schools for SIMS through training, preparing guidance notes as well as responding to specific queries and issues. Following feedback from schools a webpage was set up so that all information is now available in one easily accessible location. This includes all training notes, guidance documents, advice for common issues, latest news and training dates. The page was set up from the main Denbighshire website and so it is accessible at any time and from any computer with internet access. • Complaints policy document amended following feedback from customer; the policy now states that complaints can be investigated at stage 2 from the outset. • Following feedback from parents, we have increased our focus on communication - via the blog, parent newsletters, communication with community council and strengthened the content of responses to consultation comments compared to previous consultations. • Customer feedback: not understanding that if families move house or the child moves school, that they have to reapply and be re-assessed for transport eligibility. 	

Change: Making this clearer on the letter sent to parents to confirm eligibility of their application for transport.

Change: Arranging that Passenger Transport state this in the letter and bus pass sent to parents.

- Customer feedback: Not understanding that free transport is only available to the nearest school, not knowing what their nearest school is.

Change: All letters from School Admissions to parents makes this fact clearer – these include the cover letter sent at the beginning of the admissions round, the offer letter offering a school place.

Change: Implementing an on-line mapping service, where customers input their post code to find their nearest suitable school.

- Customer feedback: When customers live in one local authority and their children attend school in another, they do not understand who which LA they need to apply for transport.

Change: The on-line form for transport applications has been made clearer, so the application is made to the correct LA.

- Customer feedback: Not knowing when to apply for a school place.

Change: Specific age groups applying at different times. More publicity leading up to start of admission round, hopefully will have fewer “late” applications.

- Customer feedback: Waiting lists for admission to schools. Parents forgetting to phone regularly to stay on the waiting list.

Change: Waiting lists were refreshed every 6 weeks – this has been extended to a term, so that parents only have to phone once a term to remain on waiting list.

- Customer feedback: Parents of children in Foundation Phase not fully understanding appeals process when they have been refused a place in a school.

Change: Changing the wording on refusal letters for these parents to make it clearer that schools are limited by regulation to classes of 30 (with only very few exceptions to this rule), so where the appeal is an “Infant Class-size” appeal, there is less chance of the appeal being upheld.

Service: Education Services

Customer feedback influencing service design and delivery:

- Many complaints within education are very individual and complex. The significant learning for this service has been to ensure that we are engaging with the right level and type of support required to ensure successful resolution of a complaint. For Education we rely heavily on legal support.

Service: Highways and Environmental Services

Customer feedback influencing service design and delivery:

- The largest number of complaints related to the roll-out of the new green waste service (13 No.). Administrative processes were amended as a consequence, and there has been a consequential reduction in the level of subsequent complaints.
- Following a spate of complaints from the public around staff attitude and communication, training sessions (**Front line staff - Customer Care**) have been arranged and we aim to put as many staff through as is logistically possible over the next 12 months - first session is 8th September.

Service: Finance and Assets

Customer feedback influencing service design and delivery:

Following appointment of new Head of Service, issues have been identified across Finance, Assets and Housing relating to monitoring, recording and responding to complaints. This has been resolved by direct involvement from HoS, who has access to all feedback received, in order to review trends, quality of responses and response times. A new monitoring system has been put in place to ensure feedback is recorded and responded to immediately. Customer feedback is now discussed at all 1-2-1 meetings with management team.

Examples of feedback influencing service design include:

- Comments/suggestions received via tenant survey are helping reshape delivery of service. Tenants have received analysis of results and team are now coordinating an action plan to address areas requiring improvement. This will be followed up early 2016 with update of actions completed.
- The survey has also prompted the addition of new improvement activities to the Service Business Plan, which will lead to overall improvements in communication and engagement with tenants and improved response times relating to outstanding maintenance and reactive calls.
- Grass cutting – as a consequence of the type of complaints received, new management arrangements have been introduced, which include a designated phone number, contact and resource. A weekly bulletin is sent to Members and residents are contacted directly.
- More resources are being made available for environmental improvements – which has been identified as a key priority for residents. In addition, a policy for Environmental Standards will be developed and implemented.
- From customer feedback, it has become clear that developments need to be made in profiling tenants to better understand their current and future needs. We will also be developing and implementing individual locality based neighbourhood strategies.

- We will be working with other providers/partners to develop a range of methods for more effective communication with customers. This will include links to financial and digital inclusion.
- We will be introducing greater flexibility for operatives to deal with ad-hoc maintenance and repair tasks and thereby reduce the need for repeat visits.
- Development of Tenant's Handbook is underway. This will help raise awareness of responsibilities of both tenants and DCC.
- Anti-social behaviour policy is being reviewed, together with staff training.

Service: Economic & Business Development

Customer feedback influencing service design and delivery:

- Annual Business Survey includes:
 - questions on quality of direct service received and is used to inform improvements, also to support other service areas to improve their delivery to business
 - questions relating to key business pressures, training needs and barriers to growth that allow the EBD team to develop a responsive work programme e.g. provision of social media marketing, access to finance, cyber crime training during Business Bootcamp week
- Business contact targets for the team are designed to drive an increased number of conversations with business, from which a deeper understanding of business needs both in general, and from the council, are generated e.g. we are now much clearer about the need for DCC intervention in the supply of suitable land & premises in order to retain existing employers and facilitate their expansion.
- Reflective feedback sessions within the team are used to consider case study examples that might lead to improvement in service delivery, both by EBD and the wider 'whole council' e.g. our inward investment enquiry handling process was perceived as cumbersome for officers and potential investors. It is now being made simpler and speedier for businesses by focussing on clear account management, prioritisation of enquiries based on a defined set of criteria, and co-ordination of different service responses to enquiries through one point of contact.

Service: Planning and Public Protection

Customer feedback influencing service design and delivery:

- Following a complaint, we reviewed our noise nuisance complaints procedure.

- Complainant (Landlord) unhappy that officers did not inform him of the outcome of their visit following the serving of Improvement Notices of his properties. Lessons learnt: we have reviewed and advised Officers of the correct procedures.
- Complainant unhappy that officers removed an expired taxi licence plate from the operator's car. Even though the operator had been requested by telephone to remove the expired plate, we accept that we should have formally written to him, before removing the licence plate ourselves. Lessons learnt: we have reviewed and advised officers of the correct procedures.

Service: Communication, Marketing and Leisure

Customer feedback influencing service design and delivery:

Communication, Marketing & Leisure continue to take a proactive stance over customer engagement and communication in order to pre-empt possible issues arising and thereby minimise complaints.

For example:

- Engagement has taken place with both local residents and businesses over the construction works taking place at the Nova Centre. Briefings have been circulated and Elected Members updated with the result that no complaints have been received about the project, only a small number of queries regarding future provision included in the centre.
- Consultation has been held with members/customers regarding the new fitness suite extension at Denbigh Leisure Centre. Customer feedback has been collected and will influence types of equipment required and the layout of the new fitness suite.
- Sportzone activity has been re-marketed with new detailed promotional material available, together with a guide for parents. This provides parents with more information about the scheme and reduces the chance of negative issues arising.

Service: Community Support Services

Customer feedback influencing service design and delivery:

- Issue with faulty disability equipment, long wait for replacement due to difficulties in communication between the service and the manufacturer. **Outcome:** OT and CESI manager worked with manufacturer to repair and replace equipment quickly resolving issues.
- Delay in arranging respite. **Outcome:** The team manager has reviewed the internal processes and is confident that since

this review the Duty procedure will now capture any issues such as this to facilitate a prompt and more appropriate response to individuals requesting assistance with booking respite.