

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

Service	Quarter 1 - Stage 1			Quarter 2 - Stage 1					Quarter 3 - Stage 1				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-
Legal, HR and Democratic Services	3	1	33%	0	0	-	33%	-	0	0	-	-	-
Customers and Education Support	6	6	100%	7	7	100%	100%	0%	8	8	100%	100%	0%
Revenues and Benefits	7	7	100%	3	3	100%	100%	0%	3	3	100%	100%	0%
CES Commissioned Service	0	0	-	0	0	-	-	-	0	0	-	-	-
Education	3	3	100%	4	3	75%	100%	-25%	1	0	0%	75%	-75%
Highways & Environmental Services	34	26	76%	41	36	88%	76%	11%	35	32	91%	88%	4%
Finance and Assets	12	10	83%	14	11	79%	83%	-5%	8	8	100%	79%	21%
Economic & Business Development	0	0	-	0	0	-	-	-	0	0	-	-	-
Planning and Public Protection	20	20	100%	31	31	100%	100%	0%	29	23	79%	100%	-21%
Communication, Marketing and Leisure	11	11	100%	9	9	100%	100%	0%	6	6	100%	100%	0%
Community Support Services	4	2	50%	1	1	100%	50%	50%	0	0	-	100%	-
Corporate Total	100	86	86%	110	101	92%	86%	6%	90	80	89%	92%	-3%

Chart 1: Stage 1 complaint response times – 4 year analysis

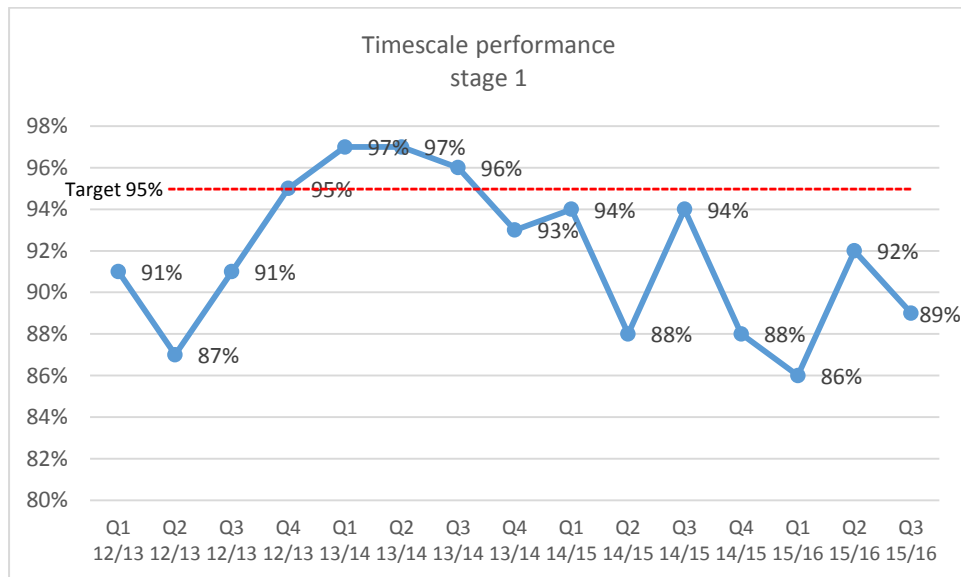


Table 2: Overall complaint response times for stage 2 complaints

Service	Quarter 1 - Stage 2			Quarter 2 - Stage 2					Quarter 3 - Stage 2				
	Rec'd	Within	%	Rec'd	Within	%	Prev Qtr %	Change	Rec'd	Within	%	Prev Qtr %	Change
Business Improvement & Modernisation	0	0	-	0	0	-	-	-	0	0	-	-	-
Legal, HR and Democratic Services	0	0	-	0	0	-	-	-	2	2	100%	-	-
Customers and Education Support	1	1	100%	2	2	100%	100%	0%	4	4	100%	100%	0%
Revenues and Benefits	3	3	100%	2	2	100%	100%	0%	1	1	100%	100%	0%
CES Commissioned Service	0	0	-	0	0	-	-	-	0	0	-	-	-
Education	4	4	100%	2	1	50%	100%	-50%	0	0	-	50%	-
Highways & Environmental Services	3	2	67%	1	1	100%	67%	33%	1	1	100%	100%	0%
Finance and Assets	0	0	-	2	2	100%	-	-	0	0	-	100%	-
Economic & Business Development	0	0	-	0	0	-	-	-	0	0	-	-	-
Planning and Public Protection	5	5	100%	5	4	80%	100%	-20%	6	2	33%	80%	-47%
Communication, Marketing and Leisure	0	0	-	0	0	-	-	-	1	1	100%	-	-
Community Support Services	1	1	100%	1	0	0%	100%	-100%	0	0	-	0%	-
Corporate Total	17	16	94%	15	12	80%	94%	-14%	15	11	73%	80%	-7%

Chart 2: Stage 2 complaint response times – 4 year analysis

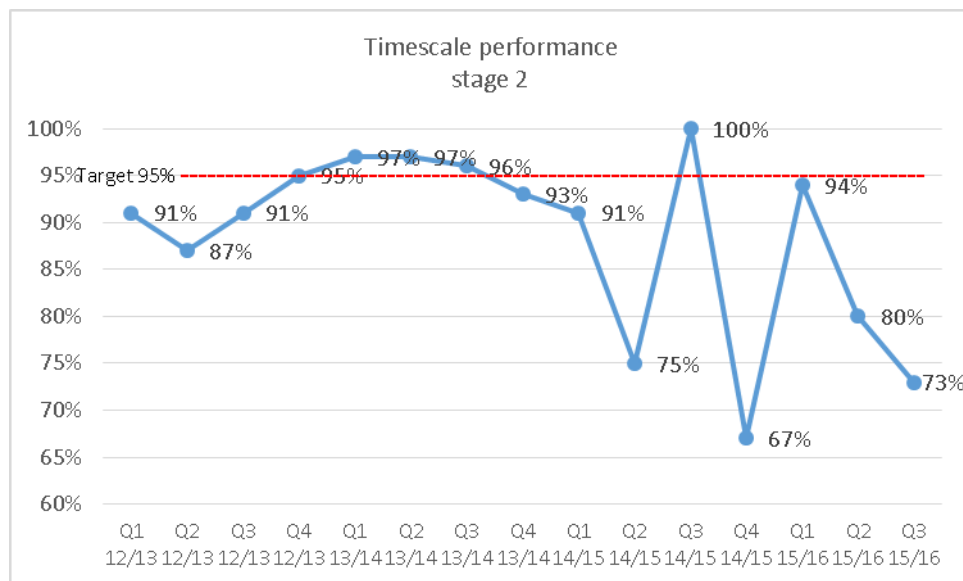
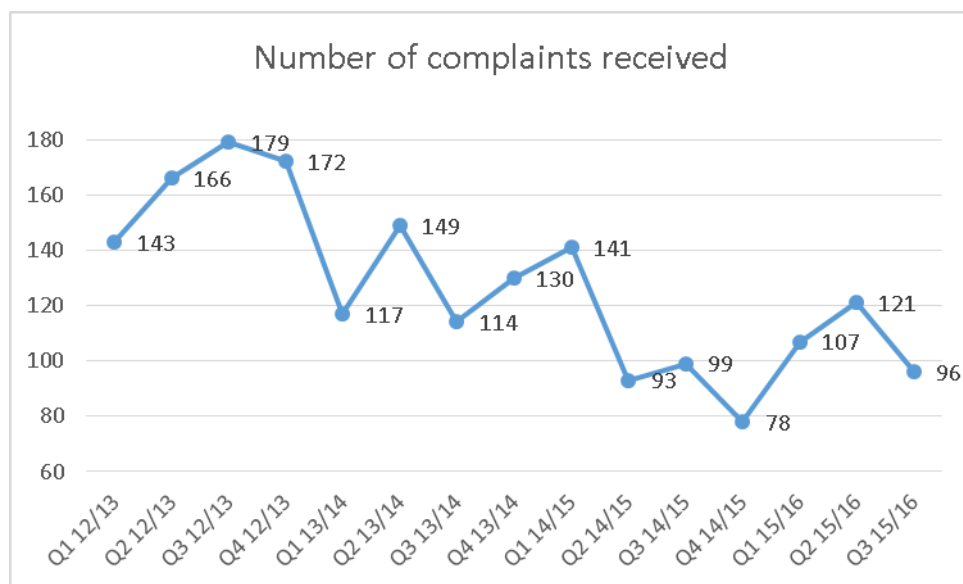


Chart 3: Total number of Your Voice complaints received – 4 year analysis



There is a clear downward trend in terms of overall numbers of complaints received. Changes to the way in which complaints are recorded accounts for this in part, but numbers are reducing year on year.

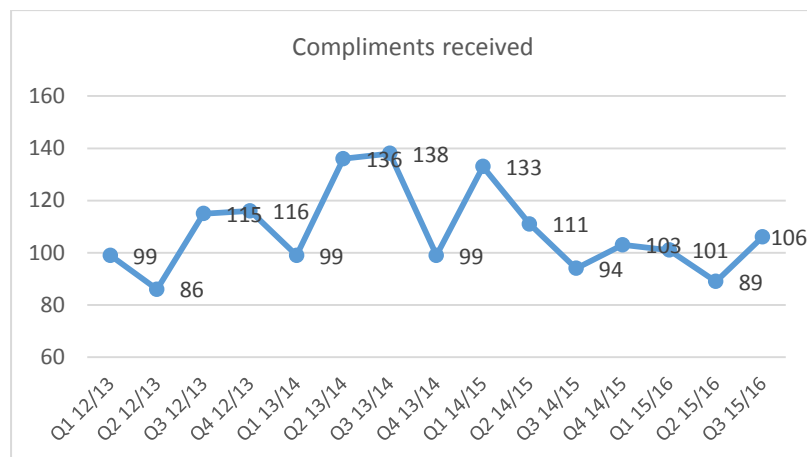
Table 3: Total number of complaints received – comparison against neighbouring authorities

Local Authority	2013/14	2014/15	2015/16 YTD	The rate of complaints received per 10,000 population 2015/16 YTD
Denbighshire	510	411	324	34
Wrexham	225	135	200	15
Anglesey	66	65	45	7

Table 4: Compliments received

Service Area	Q1	Q2	Q3	Q4
Business Improvement and Modernisation	0	1	0	
Legal and Democratic Services	0	1	1	
Customers and Education Support	11	11	11	
Revenues and Benefits	3	0	0	
Education	1	0	0	
Highways and Environmental Services	43	39	61	
Finance and Assets	14	13	14	
Economic and Business Development	0	0	1	
Planning and Public Protection	3	9	0	
Communication, Marketing and Leisure	24	13	18	
Community Support Services	2	2	0	
	101	89	106	

Chart 4: Compliments received – 4 year analysis

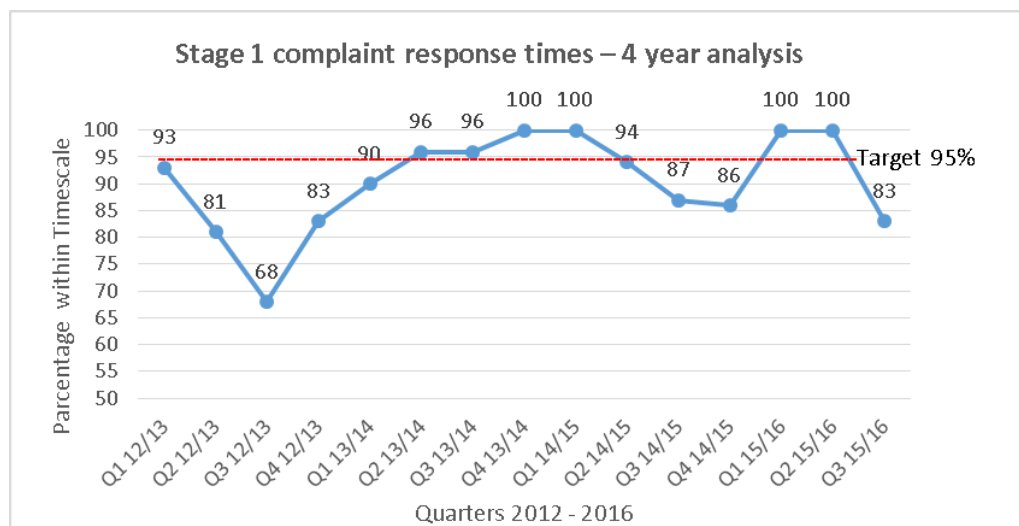


Social Services' data is reported separately as the process and timescales are different

Table 4: Social Services complaint response times for stage 1 complaints

Complaints dealt with on time % Stage 1				
	Q1	Q2	Q3	Q4
2012/13	26/28 (93%)	26/32 (81%)	15/22 (68%)	20/24 (83%)
2013/14	19/21 (90%)	25/26 (96%)	22/23 (96%)	13/13 (100%)
2014/15	20/20 100%	17/18 (94%)	13/15 (87%)	12/14 (86%)
2015/16	10/10 (100%)	11/11 (100%)	5/6 (83%)	

Chart 4: Social Services complaint response times for stage 1 complaints – 4 year analysis



One complaint exceeded timescale in Q3 bringing the overall performance down to 83%. The written response was sent out three days late due to workload.

Table 5: Social Services complaint response times for stage 2 complaints

Complaints dealt with on time % Stage 2				
	Q1	Q2	Q3	Q4
2012/13	0/2 (0%)	4/4 (100%)	2/2 (100%)	0/0 (100%)
2013/14	5/5 (100%)	4/4 (100%)	4/4 (100%)	1/1 (100%)
2014/15	1/1 (100%)	1/1 (100%)	2/2 (100%)	1/3 (33%)
2015/16	1/1 (100%)	2/2 (100%)	1/1 (100%)	

Chart 5: Social Services complaint response times for stage 2 complaints – 4 year analysis

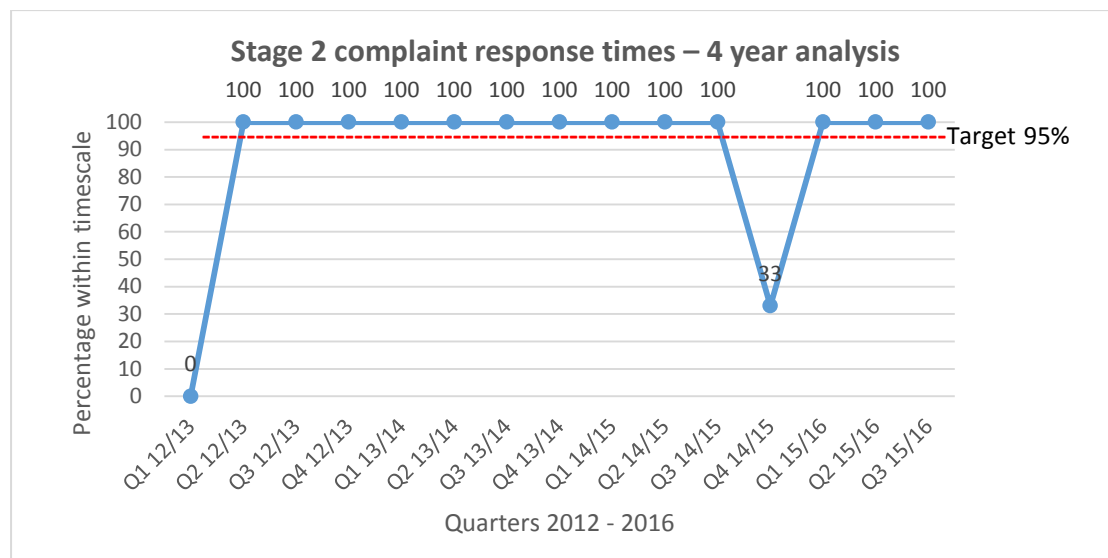
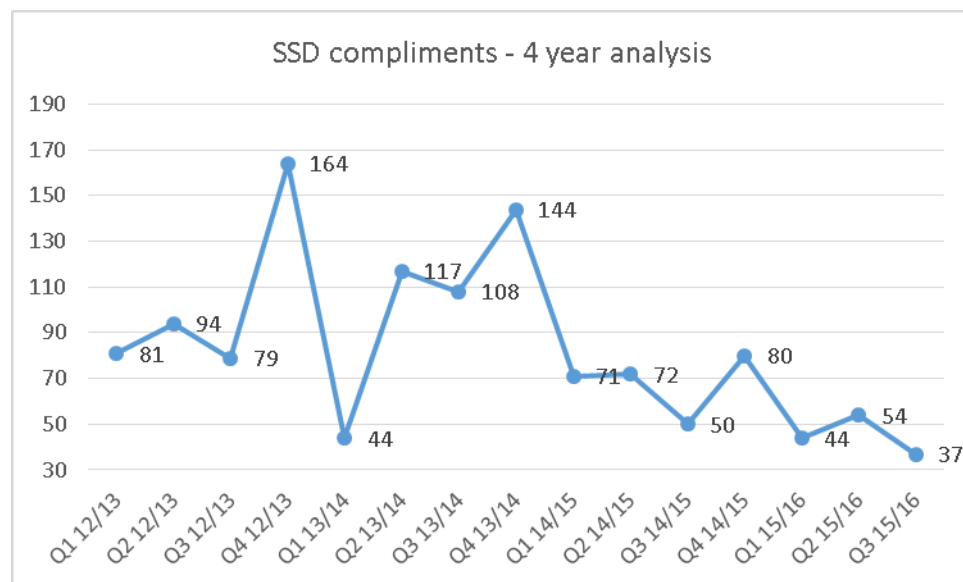


Table 5: Social Services compliments received – 4 year analysis



Appendix 2

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:	Community Support Services
Customer feedback influencing service design and delivery:	
<p>A recent investigation into a complaint raised by relatives of a service user has identified some learning points and the following instruction was circulated to all staff.</p> <ol style="list-style-type: none">1. Any legal documents referred to by service users or family members must be seen by staff and a note taken of the detail and date seen. Ideally a copy would be taken and scanned into the service user record but this may not be possible in all cases. This is particularly important in relation to Lasting Power of Attorney, where there are 2 types (Property & Financial Affairs; and Health & Welfare).2. Denbighshire introduced 'The Denbighshire Way' policy and expects all staff to follow it regarding responding to enquiries. Therefore, please ensure that you respond to e-mail enquiries within 10 working days.	

Service:	Communication, Marketing and Leisure
Customer feedback influencing service design and delivery:	
<ol style="list-style-type: none">1. Following a complaint regarding public swimming times, the timetable will be reviewed to look to include an earlier public swim.	

Service:	Finance & Assets
Customer feedback influencing service design and delivery:	
<ol style="list-style-type: none"> 1. A new process for coordinating maintenance issues which cross over several departments has been implemented following a complaint regarding several problems at property. 	

Service:	Planning & Public Protection
Customer feedback influencing service design and delivery:	
<ol style="list-style-type: none"> 1. Following feedback regarding enforcement officers, the following has been implemented; officers have been instructed to read out contents of fixed penalty notices, if requested to do so and tactical changes have been made in circumstances where male officers approach lone females in 'quiet' locations to carry out enforcement duties. 	

Appendix 3

At January's Performance Scrutiny Committee, there was a discussion regarding complains about commissioned services and the importance of reporting such complaints to the Committee.

The following is an extract from the Your Voice procedural document for staff:

Complaints regarding contractors and commissioned services

Complaints may relate to a contractor working on behalf of the council or to a service we have commissioned. Where the council receives a complaint about a contractor or commissioned service, the matter should be recorded and then referred to the contractor/service provider in the first instance. The contractor/service provider should investigate the matter and provide the council with a written response, which will be shared with the complainant. The timescale should reflect the council's own procedure (10 working days).

Specifications in contracts should refer to the handling of such complaints, and ensure that the council has adequate monitoring information, and that arrangements are suitably integrated with the council's complaints system.

Complaints regarding contractors or commissioned services will be reported on for quality assurance purposes.