

Report to:	Performance Scrutiny Committee
Date of Meeting:	7 December 2017
Lead Member/Officer:	Lead Member for Developing Community Infrastructure/ Head of Community Support Services
Report Author:	Statutory and Corporate Complaints Officer
Title:	Your Voice report – Q2 2017/18

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 Q2 2017/18. The report also includes Social Services complaints received under the statutory complaints procedure.

2. What is the reason for making this report?

To enable the Committee to fulfil its scrutiny role in relation to the Council's performance in dealing with customer feedback and to provide the Committee with information regarding specific examples where council services have been learning from complaints.

3. What are the Recommendations?

That the Committee considers the content of this report and, if appropriate, identifies any areas that require further scrutiny.

4. Report details

4.1 Headlines for Q2 2017/18 (please see appendix 1 for further detail):

- The Council received 109 complaints during Q2 (10% [10] more than the previous quarter).
- The Council received 145 compliments during Q2 (9% [14] more than the previous quarter).
- The Council received 43 suggestions during Q2 (55% [24] more than the previous quarter)

4.2 All Stage 1 and Stage 2 complaints were dealt with on time, giving a 100% performance across all services. This is the first quarter in which the authority has achieved a 100% return on stage 1 complaints and the first time an overall return of 100% (on stage 1 and stage 2 complaints) has been achieved.

4.3 Performance Q2 2017/18

- 100% (109/109) of Stage 1 complaints were responded to within timescales. The corporate target is 95%
- Chart 1 in appendix 1 provides a four year trend of performance in relation to responding to stage 1 complaints. As previously discussed with the Committee, the corporate targets are purposely very ambitious, and to meet the targets would represent a position of “excellence”.
- 100% (8/8) of stage 2 complaints were responded to within timescale. The corporate target is 95%.
- Chart 2 in appendix 1 provides a four year trend of performance in relation to responding to stage 2 complaints.

4.4 Stage 1 complaints Q2 2017/18

All service areas report as exceeding the corporate target (95%) in Q2 with 100% of complaints dealt with within timescale. The year to date authority performance is 98%.

4.5 Outcomes Q2 2017/18

- Upheld: 29% (32 complaints)
- Upheld in part 20% (22 complaints)
- Not upheld 51% (55 complaints)

4.6 Complaints regarding commissioned services: Q2 2017/18

- 8 stage 1 complaints were received regarding services provided by Civica (compared to 10 in Q2 2016/17).
- 12 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 25 in Q2 2016/17). This accounts for 44% of stage 1 complaints received for Planning and Public Protection during Q2.
- There were no stage 2 complaints received regarding services provided by Civica (compared to 1 in Q2 2016/17).
- There were 3 stage 2 complaints received regarding services provided by Kingdom Security (compared to 2 in Q2 2016/17).

4.7 Service Improvements as a result of complaints: Q2 2017/18

- Highways and Environmental Services: A citizen complained that he had not had his orange caddy bin picked up on a regular basis. This complaint was investigated and the service found that there were issues with the route map. The complaint was upheld and the route maps updated accordingly and the citizen was satisfied with this response.
- Intake and Intervention: A citizen complained about children's services intervention with her daughter. Due to cross-border confusion between Flintshire, Denbighshire and other agencies the complaint was partially upheld. As a result the service revisited its procedures for inter-agency and cross-county working, communicating

these findings with Flintshire to prevent future issues. Citizen was satisfied with this response.

- Facilities, Assets and Housing: A citizen complained that her young daughter had received friction burns at the Nova Centre whilst in the soft play area. The complaint was not upheld because warning signs were in place but the service agreed to make the signs larger and more prominent to avoid future accidents. Citizen was satisfied with this response.

5. How does the decision contribute to the Corporate Priorities?

The Your Voice scheme directly contributes to the corporate priority of Resilient Communities, as its aim is to deliver services which are modern, efficient and well managed.

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 Well-being Impact Assessment?

This is a performance report and no decision is being sought to make any changes that would impact on staff or the community. Therefore a Well-being Impact Assessment is not required for this report.

8. What consultations have been carried out with Scrutiny and others?

Monthly reporting to the Senior Leadership Team.

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

Sections 7.3 and 7.4.2(b) of the Council's Constitution outlines the Committee's remit and powers with respect of Services' performance.

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