

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.

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, identify any areas that require further scrutiny.

4. **Report details**

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

- All Stage 1 and Stage 2 complaints were dealt with according to corporate timescales giving a 100% performance across all services. This is the first time a 100% performance has been recorded for Stage 1 complaints. (See 1 and 2)
- The council received 109 complaints during Q2 (10% [10] more than the previous quarter). (See 3)
- The council received 145 compliments during Q2 (9% [14] more than the previous quarter). (See 4).
- The council received 43 suggestions during Q2 (55% [24] more than the previous quarter).

4.2 Performance – Q2 2017/18

- 100% (109/109) of stage 1 complaints were responded to within timescales. This exceeds the corporate target of 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”.
- The majority of complaints (51%) were not upheld after investigation. (see 5)
- 100% (8/8) of stage 2 complaints were responded to within timescale. This exceeds the corporate target of 95%. (See 6).
- Chart 2 in appendix 1 provides a four year trend of performance in relation to responding to stage 2 complaints.
- The majority of complaints (55) related to service issues when measured against corporate standards (see 7).

4.3 Complaints about commissioned services

- 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 complaints received for Planning and Public Protection during Q1.

4.4 Tables

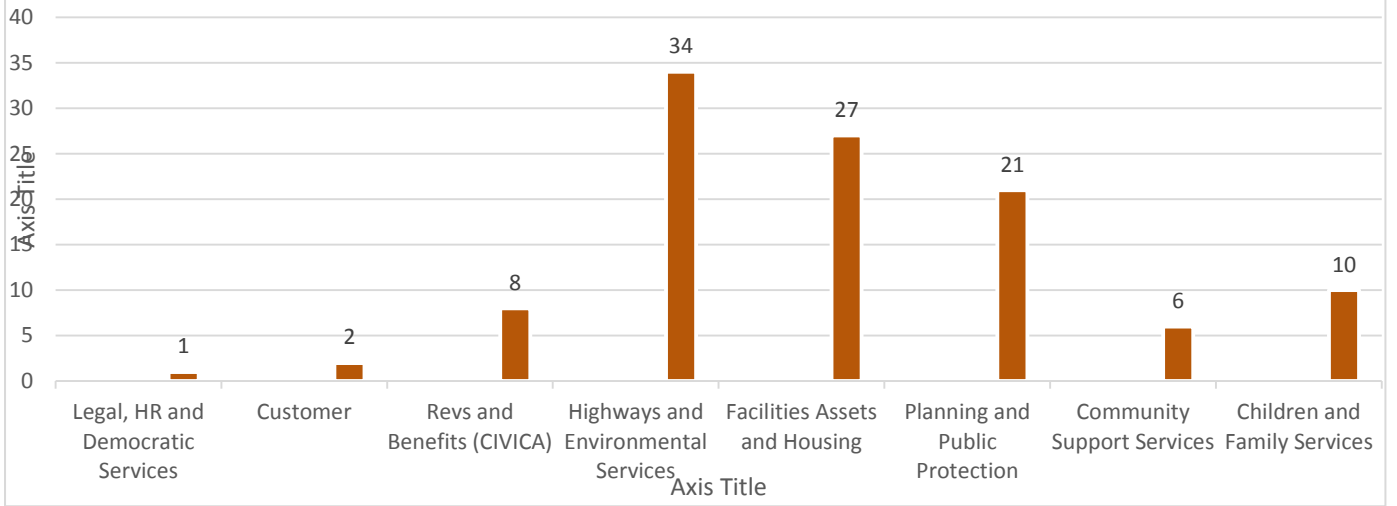
1.

Service	Quarter 2 - Stage 1		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	1	1	100%
Customers	2	2	100%
Revs and Bens (Civica)	8	8	100%
Education	0	0	-
Highways & Environmental Services	34	34	100%
Facilities, Assets and Housing	27	27	100%
Planning and Public Protection	21	21	100%
COMMUNITY SUPPORT SERVICES	6	6	100%
CHILDREN AND FAMILY SERVICES	10	10	100%
Corporate Total	109	109	100%

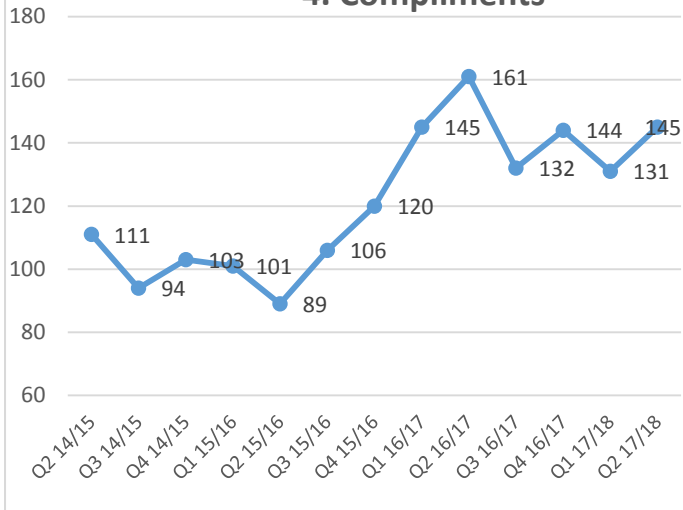
2.

Service	Quarter 2 - Stage 2		
	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-
Legal, HR and Democratic Services	1	1	100%
Customers	0	0	-
Revs and Bens (Civica)	0	0	-
Education	0	0	-
Highways & Environmental Services	1	1	100%
Facilities, Assets and Housing	0	0	-
Planning and Public Protection	6	6	100%
COMMUNITY SUPPORT SERVICES	0	0	-
CHILDREN AND FAMILY SERVICES	0	0	-
Corporate Total	8	8	100%

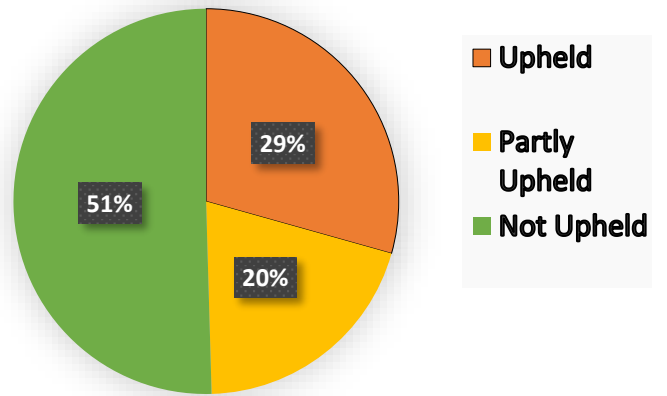
3. Complaints by Service



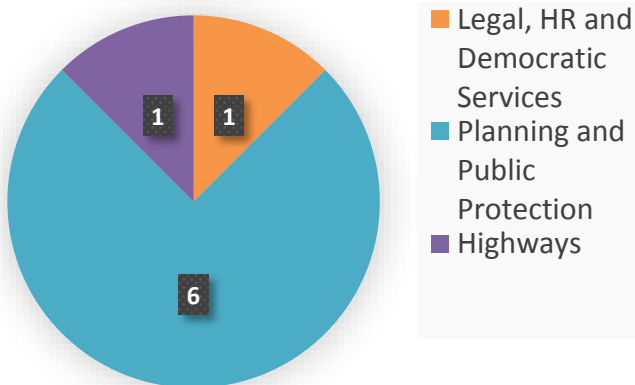
4. Compliments



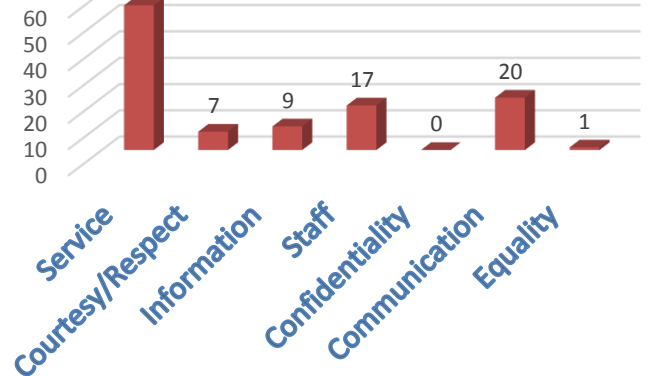
5. Complaint Outcomes



6. Stage 2 Complaints



7. Complaints and Corporate Standards



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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