

Report to: Performance Scrutiny Committee

Date of Meeting: 1 February 2018

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 – Q3 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 Q3 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 Q3 2017/18 (please see appendix 1 for further detail):

- The council received 102 complaints during Q3 (6% [7] less than the previous quarter).
- The council received 169 compliments during Q3 (14% [24] more than the previous quarter).
- The council received 28 suggestions during Q3 (55% [15] less than the previous quarter)

4.2 All but two complaints were dealt with on time giving an overall performance of 98% in Q3 and this mirrors the year to date performance.

- A complaint against Education and Children’s Services was dealt with out of timescale because the Investigating Officer was taken ill on the final day it was due to be responded to.
- A complaint to Planning and Public Protection was late because a complicated planning matter overran. The information required to respond to the complainant was not gathered in time by the responsible officer.

4.3 Performance Q3 2017/18

- 98% (100/102) 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% (4/4) 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 Q3 2017/18

Only one service (Children and Family Services) failed to reach the corporate target of 95% with one late complaint in Q3. Public Planning and Protection had a late complaint but still achieved 97% for the quarter.

4.5 Outcomes Q3 2017/18

- Upheld: 20% (20 complaints)
- Upheld in part 23% (24 complaints)
- Not upheld 57% (58 complaints)

4.6 Complaints regarding commissioned services: Q3 2017/18

- 12 stage 1 complaints were received regarding services provided by Civica (compared to 8 in Q2 2017/18).
- 17 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 12 in Q2 2017/18). This accounts for 51% of stage 1 complaints received for Planning and Public Protection during Q3.
- There were no stage 2 complaints received regarding services provided by Civica (and also 0 in Q2 2017/18).
- There was 1 stage 2 complaint received regarding services provided by Kingdom Security (compared to 3 in Q2 2017/18).

4.7 Service Improvements as a result of complaints: Q3 2017/18

- As a result of the late complaint (upheld) in Q3 for Children and Family Services, the new Service Manager for Intake and Intervention will hold a discussion with the Intake Team Managers in order to emphasise the need to include fathers who hold Parental Responsibility in assessments and care planning rather than accept wholly the narrative given by the other parent.
- As a result of an upheld complaint to Facilities, Assets and Housing a member of staff was given additional training in Customer Services with a view to improving their contact skills with citizens.

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.

Contact Officer:

Statutory and Corporate Complaints Officer

Tel: 01824 706409.