

Report to: Performance Scrutiny Committee

Date of Meeting: 7 June 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 – Q4 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 Q4 2017/18. The report also includes Social Services complaints received under its 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, identify any areas that require further scrutiny.

4. Report details

4.1 Headlines for Q4 2017/18 (please see appendix 1 for further detail):

- The Council received 115 complaints during Q4 (12% [13] more than the previous quarter).
- The Council received 182 compliments during Q4 (8% [13] more than the previous quarter).
- The Council received 44 suggestions during Q4 (37% [16] more than the previous quarter)

4.2 All but one complaint was dealt with on time giving an overall performance of 99% in Q4 and this contributed to an overall performance for 2017/18 of 98% for the authority. See table 1 and table 1.1 for performance by service for both Q4 and 2017/18.

- A complaint against Education Services was late and a response was given by the service explaining the reason. “It was difficult to gain the views of outside agencies in the timescales and as such the complaint could not be responded to in time, this was compounded by preparation for and the Estyn inspection”.

Mediation has resolved the issues encountered by the complainant.

4.3 Performance Q4 2017/18

- 99% (114/115) 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% (10/10) 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 Q4 2017/18

Only one service (Education Services) failed to reach the corporate target of 95% with one late complaint in Q4. As there were only 3 complaints for the service in Q4 it dramatically affected their return for both the quarter (66%) and the year (75%).

4.5 Outcomes Q4 2017/18

- Upheld: 20% (23 complaints)
- Upheld in part 21% (24 complaints)
- Not upheld 59% (68 complaints)

4.6 Complaints regarding commissioned services: Q4 2017/18

- 12 stage 1 complaints were received regarding services provided by Civica (the same figure as in Q3).
- 10 stage 1 complaints were received regarding services provided by Kingdom Security (compared to 17 in Q3). This accounts for 55% of stage 1 complaints received for Planning and Public Protection during Q4.
- There were 2 Stage 2 complaints received regarding services provided by Civica (and 0 in Q3).
- There was 1 stage 2 complaint received regarding services provided by Kingdom Security (and also 1 in Q3).

4.7 Service Improvements as a result of complaints: Q4 2017/18

A complaint against Planning and Public Protection regarding prolific drug-use in an underground car park was upheld. As a result of the complaint it was decided to

increase the cleaning and inspection regimes. In addition the authority liaised with the police to ensure they were aware of the complaint and the issues encountered. This is an example of how the authority can use complaints to identify and also rectify issues.

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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