

Report to: Performance Scrutiny Committee

Date of Meeting: 29 November 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 – Q2 2018/19

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 2018/19. 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 Q2 2018/19 (please see appendix 1 for further detail):

- The Council received 88 complaints during Q2 (14% [12] more than the previous quarter). There is decrease in complaints of 20% from Q2 2017/18 and an overall decrease of 22% year on year.
- The Council received 127 compliments during Q2 (13% [16] more than the previous quarter).
- The Council received 52 suggestions during Q2 (71% [36] more than the previous quarter)

4.2 All Stage 1 complaints were dealt with to timescale in Q2 and delivering a performance of 100%. This continues the excellent performance from Q1. See table 1 for performance by service for Q2 2018/19.

4.3 Performance Q2 2018/19

- 100% (88/88) Stage 1 complaints were responded to within timescale. The corporate target is 95%
- Chart 1 in appendix 1 shows historical performance in relation to responding to stage 1 complaints. The corporate targets are purposely very ambitious, and to meet 95% represents a position of “excellence”.
- 88% (8/9) of Stage 2 complaints were responded to within timescale. The corporate target is again 95%. See table 2 for Stage 2 performance by service. Although this appears low the percentage should be regarded in context as there were only 9 Stage 2 complaints. The overall performance for the authority remains at 95%, representing a position of excellence.
- Chart 2 in appendix 1 shows historical performance in relation to responding to stage 2 complaints.
- Chart 3 in appendix 1 shows historical performance in relation to the number of complaints received.
- Table 3 in appendix 1 details compliments received by service in 2018/19
- Chart 4 in appendix 1 shows historical performance in relation to compliments received by the authority.

4.4 Stage 1 complaints Q2 2018/19

There were no late Stage 1 complaints in Q2 and the performance remains notable from service feedback officers who process the complaints along with the complaints officer.

4.5 Stage 2 complaints Q2 2018/19

There was 1 late Stage 2 complaint from Planning and Public Protection and this was due to a long running issue with a citizen regarding pollution. The officer dealing with this was on leave at the time the complaint was due to be responded to. See 4.8 – this late complaint could have been avoided if the complainant had been informed.

4.6 Stage 1 outcomes Q2 2018/19

- Upheld: 42% (37 complaints)
- Upheld in part 23% (20 complaints)
- Not upheld 35% (31 complaints)

4.7 Complaints regarding commissioned services: Q2 2018/19

- 9 stage 1 complaints were received regarding services provided by Civica (1 less than Q1 2018/19).
- 6 stage 1 complaints were received regarding services provided by Kingdom Security (4 less than in Q1 2018/19). This accounts for 46% of stage 1 complaints received for Planning and Public Protection during Q1. There have been no complaints received against Kingdom in September 2018.

- There was 1 Stage 2 complaint received regarding services provided by Civica (1 less than Q1 2018/19).
- There were 2 stage 2 complaints received regarding services provided by Kingdom Security (and none in Q1 2018/19).

4.8 Service Improvements as a result of complaints: Q2 2018/19

A complaint was upheld for a group that regularly used the computers at Rhyl Library only to find them double booked and unable to be accessed. This saw a review of the booking procedures at the library and now block booking of PCs will also be noted in the room booking diary to ensure there is no repeat.

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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