

Report to: Performance Scrutiny Committee

Date of Meeting: 19th September 2013

Lead Officer: Head of Customers and Education Support

Report Author: Corporate Complaints Officer

Title: Your Voice – Q1 report 2013/14

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 Q1 2013/14.

2. What is the reason for making this report?

To provide the Committee with information regarding any performance issues and to make recommendations to address these accordingly.

3. What are the Recommendations?

That the Committee note and comment on the performance of services.

4. Report details

Headlines for Q1 (please see appendices for further detail).

- Environmental Services received the most compliments and complaints.
- 64% of all complaints were about 'service' including unhappy with quality of service, length of time for service and opening times.
- 97% of complaints were responded to within timescale (corporate target is 95%).
- 86% of complaints were successfully dealt with at stage 1.
- No service areas are highlighted as having RED status.

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

The Your Voice scheme directly contributes to the corporate aim of:
An excellent council, close to the community.

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 Equality Impact Assessment (EqIA) undertaken on the decision?

Not applicable.

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

Monthly reporting to the Senior Leadership Team. Annual reporting to Corporate Governance Committee.

9. Chief Finance Officer Statement

Not applicable.

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

Article 6.3.4(b) of the Council's Constitution sets out the Committee's powers with respect to scrutinising performance in general and the performance of certain service areas.

Contact Officer:

Corporate Complaints Officer

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Your Voice information

A1 Your Voice reporting periods

A1.1 The following periods are used for reporting data in regards Your Voice:

Quarter 1: 1-Apr to 30-Jun

Quarter 2: 1-Jul to 30-Sep

Quarter 3: 1-Oct to 31-Dec

Quarter 4: 1-Jan to 31-Mar

A2 Complaint response timescales

A2.1 The Your Voice feedback policy states that the following timescales should be adhered to when responding to complaints:

Stage 1: **10** working days

Stage 2: **25** working days

Stage 3: **15** working days

A3 Your Voice performance measures

A3.1 A traffic light system will be used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

| | |
|---------------|--|
| Red | Less than 80% of complaints responded to within timescale |
| Orange | when more than 80% but less than 90% of complaints responded to within timescale |
| Yellow | when more than 90% but less than 95% of complaints responded to within timescale |
| Green | more than 95% of complaints responded to within timescale |

A3.2 To assist with identifying whether a service area's performance has changed from the previous period(s), the following key has been developed:

| Symbol | Indication |
|--------|-----------------------------------|
| ▲ | Improvement in performance |
| ▼ | Decline in performance |
| ◀ | No change in performance |
| – | No data for period for comparison |

Appendix 2

| Service Area | Cumulative 2012/13 | | | | Quarter 1 (13/14) | | | | |
|--------------------------------------|--------------------|------------|------------|----------|-------------------|------------|------------|----------|----------|
| | Recd | Within | % | Status | Recd | Within | % | Status | |
| Business Planning and Performance | 0 | 0 | n/a | - | 0 | 0 | n/a | - | - |
| Legal and Democratic Services | 3 | 3 | 100% | G | 2 | 2 | 100% | ◀ | G |
| Customers and Education Support | 25 | 24 | 96% | G | 8 | 8 | 100% | ◀ | G |
| Environment | 201 | 198 | 99% | G | 38 | 36 | 95% | ▼ | G |
| Finance and Assets | 24 | 19 | 79% | R | 10 | 10 | 100% | ▲ | G |
| Housing and Community Development | 90 | 79 | 88% | O | 17 | 16 | 94% | ▲ | Y |
| Planning and Public Protection | 66 | 65 | 98% | G | 8 | 8 | 100% | ◀ | G |
| Highways and Infrastructure | 100 | 84 | 84% | O | 22 | 21 | 95% | ▲ | G |
| Communication, Marketing and Leisure | 45 | 44 | 98% | G | 10 | 10 | 100% | ▲ | G |
| Education | 1 | 1 | 100% | G | 2 | 2 | 100% | ◀ | G |
| Other | 5 | 2 | 40% | R | 0 | 0 | n/d | - | - |
| Total | 560 | 519 | 93% | Y | 117 | 113 | 97% | ▲ | G |

Table 1: Overall complaint response times for Q1

| Q1 | Count | Within | % |
|-------------------|------------|------------|------------|
| Stage 1 | 101 | 100 | 99% |
| Stage 2 | 12 | 10 | 83% |
| Stage 3 | 4 | 3 | 75% |
| ¹ PSOW | 0 | 0 | - |
| Total | 117 | 113 | 97% |

Table 2: Corporate response times according to each complaint stage for Q1

¹ Public Services Ombudsman for Wales

| Closed Compliants Summary | | | | | | | | | | | | | | | | | | |
|---------------------------|---------------------------|----------------|--------|--------------------|----------------------------|----------------------------|----------------|--------|--------------------|----------------------------|---------------|----------------|--------|--------------------|----------------------------|-------------------|------------------|----------------------------|
| Month | Adult & Business Services | | | | | Children & Family Services | | | | | Corporate | | | | | Overall | | |
| | No Compliants | No within time | Beyond | Ended eg withdrawn | % within time, where ended | No Compliants | No within time | Beyond | Ended eg withdrawn | % within time, where ended | No Compliants | No within time | Beyond | Ended eg withdrawn | % within time, where ended | Total no complain | Within timescale | % within time, where ended |
| April | 3 | 3 | | | 100% | 2 | 2 | | | 100% | 0 | 0 | | | | 5 | 5 | 100% |
| May | 3 | 3 | | | 100% | 2 | 1 | 1 | | 50% | 0 | 0 | | | | 5 | 4 | 80% |
| June | 2 | 2 | | | 100% | 2 | 2 | | | 100% | | | | | | 4 | 4 | 100% |
| July | | | | | | | | | | | | | | | | 0 | 0 | |
| August | | | | | | | | | | | | | | | | 0 | 0 | |
| September | | | | | | | | | | | | | | | | 0 | 0 | |
| October | | | | | | | | | | | | | | | | 0 | 0 | |
| November | | | | | | | | | | | | | | | | 0 | 0 | |
| December | | | | | | | | | | | | | | | | 0 | 0 | |
| January | | | | | | | | | | | | | | | | 0 | 0 | |
| February | | | | | | | | | | | | | | | | 0 | 0 | |
| March | | | | | | | | | | | | | | | | 0 | 0 | |
| Total | 8 | 8 | 0 | 0 | 100% | 6 | 5 | 1 | 0 | 83% | 0 | 0 | 0 | 0 | | 14 | 13 | 93% |

Table 3: Social Services complaint response times for Q1. Social Services' data is now reported separately as the process and timescales are different.

| Service Area | No | % |
|--|-----------|-----|
| Social Services Adults | 0 | 0% |
| Social Services Children | 0 | 0% |
| Business Planning and Performance | 0 | 0% |
| Legal and Democratic Services | 1 | 1% |
| Customer Services | 2 | 2% |
| Environment | 41 | 41% |
| Finance and Assets | 0 | 0% |
| Housing Services | 18 | 18% |
| Planning and Public Protection | 18 | 18% |
| Highways and Infrastructure | 13 | 13% |
| Leisure, Libraries and Community Development | 6 | 6% |
| Modernising Education | 0 | 0% |
| School Improvement and Inclusion | 0 | 0% |
| | 99 | |

Table 4: Compliments received for Q1