

Report to: Performance Scrutiny Committee

Date of Meeting: 12th December 2013

Lead Member/Officer: Lead Member for Customers and Communities/
Head of Customers and Education Support

Report Author: Corporate Complaints Officer

Title: Your Voice – Q2 report 2013/14

1. What is the report about?

The report provides an overview of the feedback received via Denbighshire County Council's customer feedback policy 'Your Voice' during Q2 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 Q2 (please see appendices for further detail).

- The council received 149 complaints.
- More than a quarter (26%) of complaints concerned Planning and Public Protection. This is an increase of 488% compared to Q1. Almost half of these complaints (44%) concerned Community Safety Enforcement.
- The council received 261 compliments during Q2, a 264% increase on Q1.
- Adult and Business Services received the most compliments – 97 (37%).

Performance

- 97% of complaints were responded to within the 'Your Voice' timescales. This matches Q1 performance and exceeds the corporate target of 95%.
- Every stage 2 and stage 3 complaint was responded to within the 'Your Voice' timescales, an improvement on Q1.

- 87% of complaints were successfully dealt with at stage 1, an improvement on Q1 (86%).
- 2 service areas are highlighted as having ORANGE status; Finance and Assets and Highways and Infrastructure.
- ICT is 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? The completed EqIA template should be attached as an appendix to the report.

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

This paper contains information to enable the Committee to perform its scrutiny role with respect to the performance of Council Services as per Article 6.3.4(b) of the Constitution.

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