

<b>Report to</b>	Governance and Audit Committee
<b>Date of meeting</b>	23 <sup>rd</sup> July 2023
<b>Lead Member / Officer</b>	
<b>Head of Service</b>	Ann Lloyd
<b>Report author</b>	Kevin Roberts
<b>Title</b>	Your Voice Complaints Report Q4 2022/23

## **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 2022/23. 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 2022/23 (please see appendix 1 for further detail):

- The council received 56 complaints during Q4.
- The council received 93 compliments during Q4.
- The council received 19 suggestions during Q4.

### 4.2 98% of Stage 1 complaints were dealt with on time in Q4. See table 1 for performance by service 2022/23.

### 4.3 Performance Q4 2022/23

- 98% (55/56) 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”.
- 89% (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.
- 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 2022/23
- Chart 4 in appendix 1 shows historical performance in relation to compliments received by the authority.

### 4.4 Stage 2 complaints Q4 2022/23

- There were 9 Stage 2 complaints in Q4 and one was responded to late by Community Support Services

### 4.5 Stage 1 outcomes Q4 2022/23

- Upheld: 37% (20 complaints)
- Upheld in part 5% (3 complaints)
- Not upheld 58% (33 complaints)

### 4.6 Complaints regarding commissioned services: Q4 2022/23

- 11 Stage 1 complaints were received regarding services provided by Civica. There were no Stage 2 complaints. All complaints were dealt with in timescale. This service now sits within the council.

### 4.7 Service Improvements as a result of complaints: Q4 2022/23

## Highways and Environmental Services

The Council's ICT team are working on modifications to enable us to provide these reminders and prompts due to issues with subscription payments for garden waste. Whilst this is not a regular cause for complaint, it is a genuine shortcoming with our system and a clear area for improvement.

### 4.8 Late complaints in Q4 2022/23

There was a late complaint recorded in Q4 at Stage 1 by Customers Communication and marketing due to a delay in obtaining relevant information for response to a housing complaint.

There was a late complaint at Stage 2 by Community Support Services where a complaint against the Complaints Officer did not receive a response within the corporate timescales.

## **5. How does the decision contribute to the Corporate Themes?**

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?**

Quarterly report to Scrutiny.

## **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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