

**BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL**

<b>From: Head of Corporate Resources</b>	<b>Report Number: JSC/19/13</b>
<b>To: Joint Scrutiny Committee</b>	<b>Date of meeting: 4 December 2013</b>

**CORPORATE COMPLIMENTS, COMMENTS AND COMPLAINTS**

**1. Purpose of Report**

- 1.1 To update Members on the Compliments, Comments and Complaints received in Quarter 2.

**2. Recommendation**

That the update on Compliments, Comments and Complaints be noted.

**3. Financial Implications**

- 3.1 There are no specific financial implications identified from this report. Any implications are picked up as part of the services operational issues.

**4. Risk Management**

- 4.1 The nature of this report is such, that a risk management assessment is not needed.

**5. Consultations**

- 5.1 These items are reported to the Heads of Service Team (HoST) and all Corporate Managers, on a quarterly basis so they can monitor and manage the issues being experienced by their particular services.

**6. Equality Analysis**

- 6.1 Equality and diversity information is included in all forms but completion is optional.

**7. Shared Service / Partnership Implications**

- 7.1 This report covers the full range of services for both Councils, including SRP.

**8. Key Information**

- 8.1 Joint Scrutiny Committee receives an annual report on Compliments, Comments and Complaints.
- 8.2 A summary of Compliments, Comments and Complaints is prepared quarterly for Management Board and at the meeting of the Joint Scrutiny Committee on 31 July 2013 the Committee requested that they see these summaries for information purposes. The summary for Quarter 2 is included at Appendix 1.

**9. Appendices**

Title	Location
1. Compliments, Comments and Complaints – Summary for Joint Scrutiny	Attached

**10. Background Documents**

None

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**Compliments, Comments and Complaints - Summary for Joint Scrutiny**

**Comparison Figures Quarter 1 to Quarter 2**

Summary

- There has been a slight increase in the number of Stage 1 complaints from the 1<sup>st</sup> to 2<sup>nd</sup> quarter
- It is noticeable, from the comparative information, that managers are achieving the SLA deadlines for responding to complaints
- There has been a reduction in the number of Ombudsman complaints in this last quarter
- It is planned that with the development of the new joint performance management system that complaints will be a key indicator for the organisation to monitor as the transformation work is undertaken

**Compliments**

<b>Service Area</b>	<b>Quarter 1</b>	<b>Quarter 2</b>
Corporate Organisation	0	0
Corporate Resources	4	1
Housing	6	1
Communities	0	1
Environment	8	8
Economy	1	8
SRP	0	0
<b>Total</b>	<b>19</b>	<b>19</b>

- o The Planning Team has received some compliments from professional companies which should enhance our local reputation. Some examples of these have been:
  - Expressing thanks for time and input from an officer at a meeting held on 4th Sept.
  - Comment from company of Architects, Surveyors and Planning Consultants - would like to thank us for dealing with the matter so quickly
  - BMI Hospital - good advice given and how helpful MSDC planning officers were, going out of their way. Senior Planning Officer specifically mentioned.
  - Thanks for assistance and help with a matter that concerned Wycombe District Council. It was much appreciated.

Other compliments have included:

- o People who collect the brown bins were very polite and kind
- o Appreciate the refuse guys taking her cardboard in large amounts, they have been very helpful
- o Would like to thank the team for getting the zip wire at East House Meadow play area fixed/ Public Realm Transformation Officer was particularly helpful and prompt about the matter.
- o Has complimented the upkeep of Belle Vue Park. The park facilities were wonderful, especially the 'super disabled toilet facilities'. Staff at Cabin were very helpful and courteous.

- Thank you to Senior Food and Safety Officer for sorting out a manhole cover that has previously taken years. Amazed by how quickly it was resolved.
- Development Officer - Planning received - Commended on positive and prompt reply. General compliment on his helpfulness and desire to achieve results.
- Customer Service - very impressed with Advanced Customer Support Officer. She was very efficient in the way she handled things. Client got call back almost immediately.
- Contractors have cleared drains which were causing concern on Friday and she is very pleased with the service

### Number of Complaints Upheld or Not – Second Quarter

After the first quarter report, it was agreed that a record would be kept of whether complaints were “upheld, partially upheld or not upheld”. This has now been rolled out to all services, and is slowly being implemented

Service Area	Total No. Stage 1 and 2	Total Upheld	Not Upheld	Partially Upheld
Corporate Organisation	0			
Corporate Resources	6	0	1	1
Housing	17	4	3	2
Communities	0			
Environment	13	6	3	0
Economy	19	1	4	2
SRP	21	7	2	2

(A comparison on the number that are “Upheld or Not” will be available in quarter 3)

### Comparative Complaints Information – Stage 1

Service Area	Q1 – Total Number of Complaints	Q2 – Total Number of Complaints	Q1 – Met SLA	Q2 – Met SLA	Q1 – SLA not met	Q2 – SLA not met
Corporate Organisation	1	0	1	0	0	0
Corporate Resources	1	5	1	4	0	1
Housing	21	15	18	14	3	1
Communities	0	0				
Environment	8	13	8	11 (plus 2 ongoing)	0	0
Economy	18	18	12 (plus 2 ongoing)	15 (plus 2 – revised response date)	4	1
SRP	19	21	17 (plus 1 ongoing)	21	1	0
<b>Total</b>	<b>68</b>	<b>72</b>	<b>60</b>	<b>69</b>	<b>8</b>	<b>3</b>

Learning / Action points. Examples of these are:

- Housing need to ensure cover arrangements in place if staff on long term sick leave. This was cascaded to the service on 22 July 2013.
- Public Realm - Staff required to exercise greater customer care. Cascaded to the service on 2/07/13.
- Advice given on attitude and better driving skills for the Refuse collectors.
- On – call system of Environmental Team - Review of out of hours service already in progress prior to this complaint.
- Grass cutting by contractor - basic operational issue that will be addressed with contractor, no learning required.
- Staff resources & workload issue
- Planning - Have requested change to procedures in Planning Admin to ensure issue does not occur again. Need to review all changes in legislation and react accordingly. Cascaded to service 16/09/13

### Comparative Complaints Information – Stage 2

Service Area	Q1 – Total Number of Complaints	Q2 – Total Number of Complaints	Q1 – Met SLA	Q2 – Met SLA	Q1 – SLA not met	Q2 – SLA not met
Corporate Organisation	1	0	1	0	0	0
Corporate Resources	0	1	0	1	0	0
Housing	2	2	1 (plus 1 ongoing)	2	0	0 0
Communities	0					
Environment	0	0				
Economy	6	1	4 (plus 2 ongoing)	0 0	0	1 0
SRP	1	0	1 ongoing	0	0	0
<b>Total</b>	<b>10</b>	<b>4</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>1</b>

### Equality and Diversity Information

Of the total complaints received for this quarter, none have given any equality and diversity information.

### Comparative Ombudsman Complaints

Service Area	Q1 - Total Complaints	Q2 - Total Complaints
Corporate Organisation	1	0
Corporate Resources	0	0
Housing	3	3
Communities	0	0
Environment	1	0
Economy	7	2
SRP	0	1
<b>Total</b>	<b>12</b>	<b>6</b>

29 October 2013