



GA.11 14/15
Committee: Governance and Audit
Date 31 July 2014

B

Subject: Report title Annual Customer Feedback report 2013/2014

Report by:	Alan Robinson Head of Revenues, Benefits and Central Services.
Contact Officer:	Lyn Marlow Team Manager Customer Strategy and Services Telephone 01427 676 684 Email lyn.marlow@west-lindsey.gov.uk
Purpose / Summary:	To review the number, type and results of complaints, comments and compliments made to the Council during 2013/2014, advise on any trends, areas for learning and future management of feedback

RECOMMENDATION(S): That Members note the 2013/2014 results and where appropriate suggest corrective action

IMPLICATIONS

Legal: None arising from this report

Financial : FIN / 40 / 15 None arising from this report

Staffing : None arising from this report

Equality and Diversity including Human Rights :
Customers have the ability to make a compliment, comment or complaint in a variety of ways such as face to face, via letter, via the telephone, via email or via the website. When requested our procedure will be provided in alternative formats such as audio, large print, another language or in braille. In addition information is sought via Equalities Monitoring Questionnaire sent with the complaints form to ensure our services includes everybody's needs and is fair and accessible to all

Risk Assessment : None arising from this report

Climate Related Risks and Opportunities : None arising from this report

Title and Location of any Background Papers used in the preparation of this report:
Details of all compliments, comments and complaints are held on FLARE and are used to form this information within this report.

Call in and Urgency:
Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?
i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman) **Yes** **No**

Key Decision:
A matter which affects two or more wards, or has significant financial implications **Yes** **No**

1. Introduction

- 1.1 In March 2008 the Corporate Governance Group agreed to submit an annual report to this Committee on Complaints.
- 1.2 Customers are at the heart of what we do and we need to ensure that our services meet the needs of the customer.
- 1.3 This report looks at 3 main areas within feedback. These are compliments, comments and complaints.
- 1.4 All 3 are of equal importance in understanding what customers think of the services we provide and give customers an opportunity to formally challenge a decision made by an officer.
- 1.5 In addition customers can also ask that their complaint is ultimately reviewed by the Local Government Ombudsman. The remit of the Local Government Ombudsman is to investigate complaints about 'maladministration' and 'service failure'. If there has been fault she considers whether it has caused an injustice and if it has, she may suggest a remedy. (Local Government Act 1974 Sections 26 (1) & 26A

2. Background

- 2.1 Compliments, Comments and Complaints are recorded by the Customer Services team and are dealt with in accordance with the Council's Compliments, Comments and Complaints procedure.

3. Analysis of Complaints for 2013/14

- 3.1 A total of 99 complaints were received in 2013/2014 a decrease of 36 complaints from 2012/2013.
- 3.2 There is a general downward trend of complaints in 2011/12 total complaints were 204, 2013/13 were 133 and 2013/14 being 99.
- 3.3 The downward trend is to be welcomed but the experience of those dealing with complaints is that many of the complaints have been more complicated to deal with for a variety of reasons.
- 3.4 Due to internal changes it is difficult to detail comparative departmental data from 2012/2013 to 2013/2014 to reflect any changes. In future all complaints will be captured at a service level and not a directorate or departmental level. For example complaints lodged against development management will in future be captured and recorded as planning services, building control and local land charges.

- 3.5 Below is the detail of complaints received within departments with graphical data shown in Appendix A
- 3.6 **Development Management** – There were a total of 27 complaints received during 2013/2014.
- 3.7 **Public Protection** – There were 16 complaints received for this service in 2013/2014. This is an increase on the previous year but this is due to the increase in taxi license applications which resulted in a backlog and an increase in the number of complaints about delays.
- 3.8 **Housing and Renewal Services including enforcement** – There were 13 complaints for these services in 2013/2014.
- 3.9 **Operational services** – There were 20 complaints for these services for 2013/2014.
- 3.10 **Revenues, benefits and customer services** – There were 13 complaints for these services for 2013/2014.
- 3.11 **Corporate Governance** – There were 3 complaints for this service in 2013/2014.
- 3.12 **Community and Democracy** – There were 7 complaints for this service in 2013/2014.

4. Local Government Ombudsman

- 4.1 There were a total of 22 enquiries to the Local Government Ombudsman, of which only 6 became full LGO investigations.
- 4.2 The LGO no longer reports on the average days to response to LGO enquiries so no data is available.
- 4.3 Of the 22 enquiries to the LGO only 18 have been resolved in 2013/14. 4 will be carried forward to 2014/15 feedback.
- 4.4 Of the 18 enquiries 8 were closed after initial enquiries, 1 was classed as incomplete, 3 were referred back to WLDC, 4 were not upheld and 2 were upheld

5. Complaints system

- 5.1 During 2013/14 complaints were logged using SharePoint, unfortunately SharePoint was unable to monitor complaints in the way required so during February 2014 all complaints, comments and compliments have been transferred to Civica APP (Flare).

- 5.2 With the migration to Civica monthly reports are now created giving an up to date picture of all compliments, comments and complaints and will feed into the performance management monitoring site within Minerva.
- 5.3 The next stage is then to develop this further in order that we can report via the website to customer's real time information about compliments, comments and complaints for them to look at but also for customer's to be able to track their own complaints. In order to support this initiative and to encourage self-serve in all areas we began prioritising promoting self-serve options in September 2012, demonstrating to customers wherever possible, either by face to face interactions, or simply talking customers through our website over the phone to allow them to follow along with our guidance. This will encourage future use of the website for subsequent enquiries and enable our customers to access services when and how they want to. 484 demonstrations have been carried out between April 2013 and end March 2014 and this continues to be well received by customers.

6. Compliments and Comments

- 6.1 In addition to complaints we capture compliments and comments. These are shown in Appendix C with a flavour of the types of compliments and comments we receive in Appendix D

7. You said we did

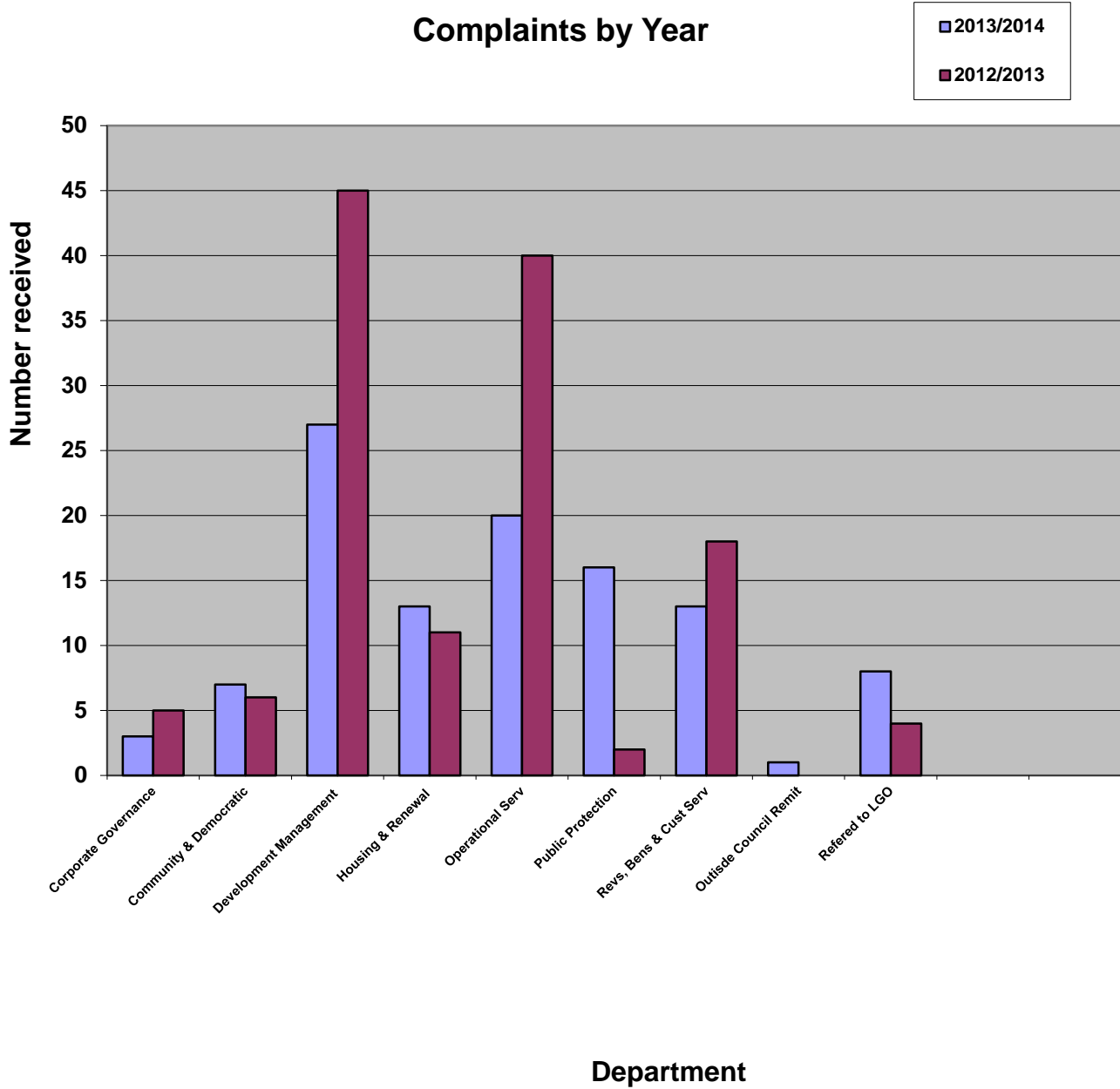
- 7.1 During the year we have captured learning from some comments and complaints. See Appendix E

8. Conclusion

- 8.1 This report sets out comprehensive information on 3c's which have and will continue to be used to improve services. Work has commenced on the development of monthly reports on the 3c's.
- 8.2 By making use of the Civica App system we will also ensure that the dashboard will be utilised with real time information of each complaint ensuring that target response dates are met.

Appendix A

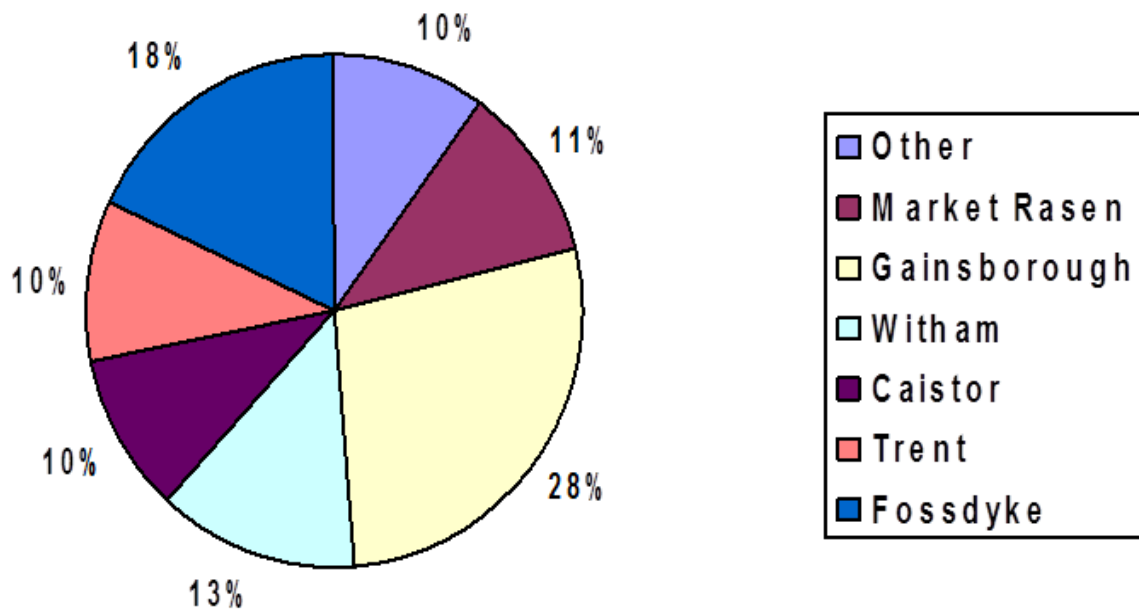
Complaints received by year and department for 2012/13 and 2013/14



Appendix B

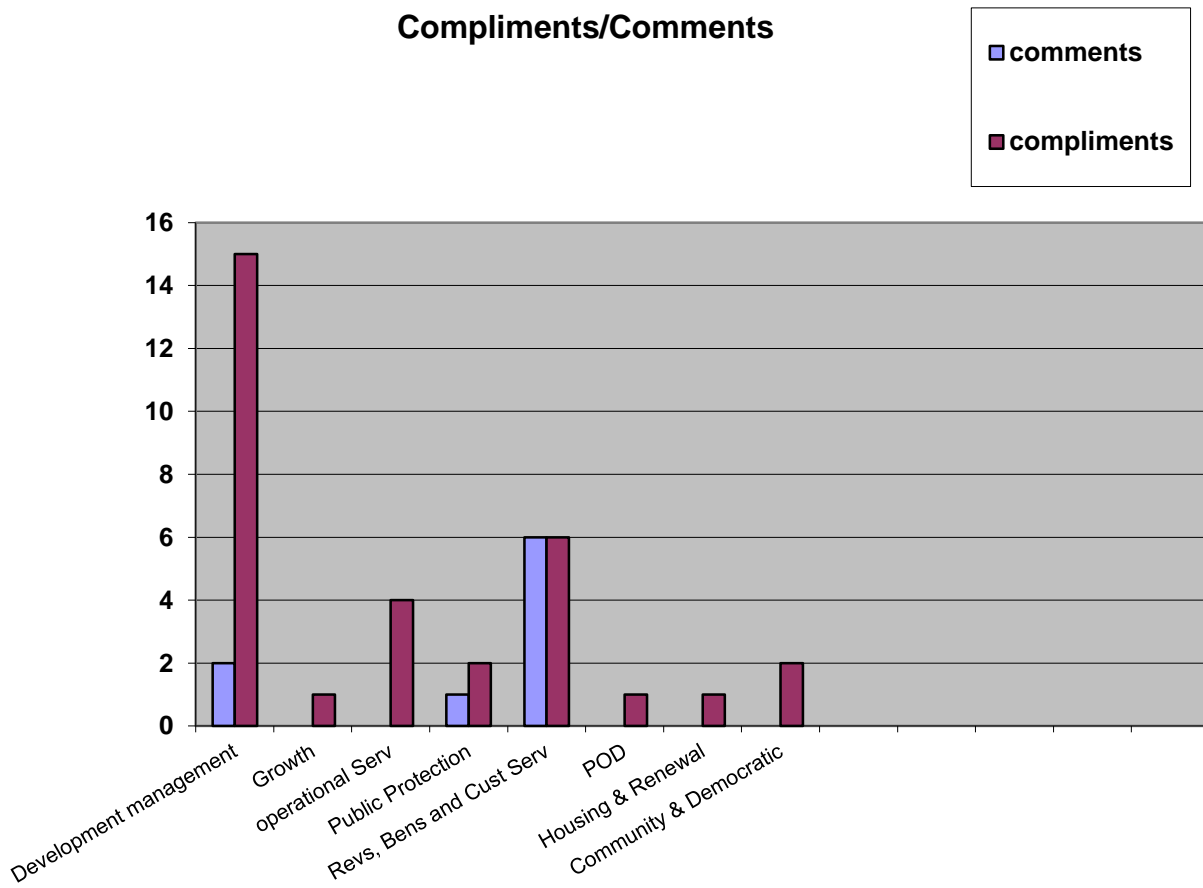
Complaints by
locality
2013/2014

Complaints by Locality



Appendix C

Compliments and Comments 2013/14



Appendix D – Selection of Compliments and Comments

Compliments	Comments
Thanks to officers in home choices for their help, politeness & efficiency assisting him with tenants at his affordable housing development	Website was helpful for finding the conditions of discharging forms
Customer called to say thank you to waste services for coming this morning and clearing up the alley way	Specific Information given regarding council tax was very helpful
Lady thinks that the Customer Services Team are the best ever. Always are able to deal with her enquiries and are always helpful & knowledgeable	Customer thinks that we should provide separate yellow bags for medical requirements so that smelly products (e.g. incontinence pads and waste left by carers) don't have to go in the black bin and stink it out. East Yorkshire have this service and she is "very disappointed" that we don't so this, as it works well there.
Compliment to officer in housing enforcement for everything that she is doing for a customer	Tried reporting faulty street light a week ago and have tried again tonight. The website reports an error. Would be useful if it worked. As it doesn't it has been a waste of my time.
customer called to saying what a fantastic job waste services had done to clear mess/general rubbish that had been dumped in alley near to Heaton Street	Could not find the nearest church to DN21 3LP
Thanks to officer who runs the health walks from a customer who enjoys these walks she would just like to thank you for “all you do for the health walkers, and that she really enjoys walking with the group”	Wanted information on approved taximeters not able to find anything on website
Thank you for the excellent service provided by customer services staff	Want to keep track of planning issues in the local area, looked on website and could not find information on planning applications anywhere
Thank you to the team for clearing up the fly tipping in Laughton. Done a cracking job and to keep up the good work	I think it would be good to have bus timetables on the website
Thanks to all at West Lindsey for excellent work carried out by cleaning verges of A1173.	Could not find out about our out of hours service on the website.

Appendix E You said – we did examples...

Dept	You said	We did/Will
Waste Services	Customer thinks that we should provide separate yellow bags for medical requirements so that smelly products (e.g. incontinence pads and waste left by carers) don't have to go in the black bin and stink it out. East Yorkshire have this service and she is "very disappointed" that we don't so this, as it works well there	Yellow clinical waste bags are used for high grade clinical waste, mainly blood or human tissue this is hazardous waste. This waste has to be disposed of in special way, sent to a separate incinerator. Lincolnshire County Council arrange for separate collections of any high grade collections in Lincolnshire such as these. Because of this Yellow clinical waste sacks would not currently be accepted at our Waste Transfer Stations. To enable the customer to request this service we initially need a referral from the Health authority. Waste such as incontinence pads and stoma bags are considered to be non-infectious (low grade) and do not require specialist treatment or disposal and therefore, can be placed in residents black refuse bins. We would suggest that such waste is double bagged to prevent excessive smells.
Waste Services	Complaint regarding a request for Waste Transfer Notice and the delay in being issued and the customer service provided	Review by waste department of practice of having only one person dealing with waste transfer notes and possible training of another member of staff Issue of responding promptly and keeping customers informed included in Team Training
General	I think it would be good to have bus timetables on the website	Placed link on website www.travellineeastmidlands.co.uk when searching for bus timetables
Licensing	Wanted information on approved taximeters not able to find anything on website	Review to be undertaken on web pages by licensing section
General	Could not find the nearest church to DN21 3LP	Are going to implement google maps on the website which many customers find easier to use
County Council	Tried reporting faulty street light a week ago and have tried again tonight. The website reports an error. Would be useful if it worked. As it doesn't it has been a waste of my time.	Report a faulty street light is to be part of the e-accessibility programme to amend current forms to e-forms and ensure we have integration to relevant ICT systems