

SCRUTINY
16TH JANUARY 2023

UPDATE ON COMPLAINTS

Cabinet Member(s): Cllr C Daw
Responsible Officer: Lisa Lewis, Corporate Manager for Business Transformation and Community Engagement

Reason for Report: Scrutiny requested an update on Complaints at the meeting of 17th October 2022.

Recommendation: to note the report

Financial Implications: None

Budget and Policy Framework:

Approved by Finance: No

Legal Implications: None

Risk Assessment: *Accurate recording and monitoring of complaints is good practice and ensures openness and accountability to all customers.*

Equality Impact Assessment: Compliments, comments and complaints are received by a variety of means which ensures that there is equality of opportunity for all customers. In addition, where there is a need Customer Services staff will always assist in the recording of these communications and complaints. There is also an interpretation service available.

Relationship to Corporate Plan: To ensure that the Council provides access to services for customers in whatever way they choose to transact with us. Ensuring extended access via digital means and improving the way that we hold information and deliver our services to customers, placing them at the centre of what we do.

Impact on Climate Change: None

1.0 Introduction/Background

- 1.1 This report provides an update on complaints between September and November 2022.
- 1.2 Further information was provided to the Scrutiny Committee by email on 2 November 2022.

2.0 Performance Statistics

- 2.1 Attached at Appendix 1 graphs show the breakdown and percentage of complaints logged Jun-Aug 2022 and Sept-Nov 2022 for information.
- 2.2 Focussing on the areas of concern expressed by the committee. Total complaints logged during the period shows a small decrease in complaints for Housing Repairs and Housing Tenancy between the two periods monitored of around 2%.

Service	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Homelessness	1	3	1	1		2
Housing Repairs	6	5	9	3	4	8

Service	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22
Housing Tenancy	13	7	12	7	10	7
Planning - Development Control	1	2	2		1	3
Recycling		2	3	2		2
Refuse Collection	1	3	4	2	5	8

2.3 We have seen a small increase in complaints around Refuse Collection, but given the significant service change of 3 weekly collections this is to be expected. However, given the tens of thousands of points of service over the last weeks the figure is extremely low.

3.0 What is happening with Complaints monitoring?

3.1 Refresher training is being planned for January 2023 for officers

3.2 We are attempting to amend the current system to improve monitoring and reporting to aid in further analysis in the short term.

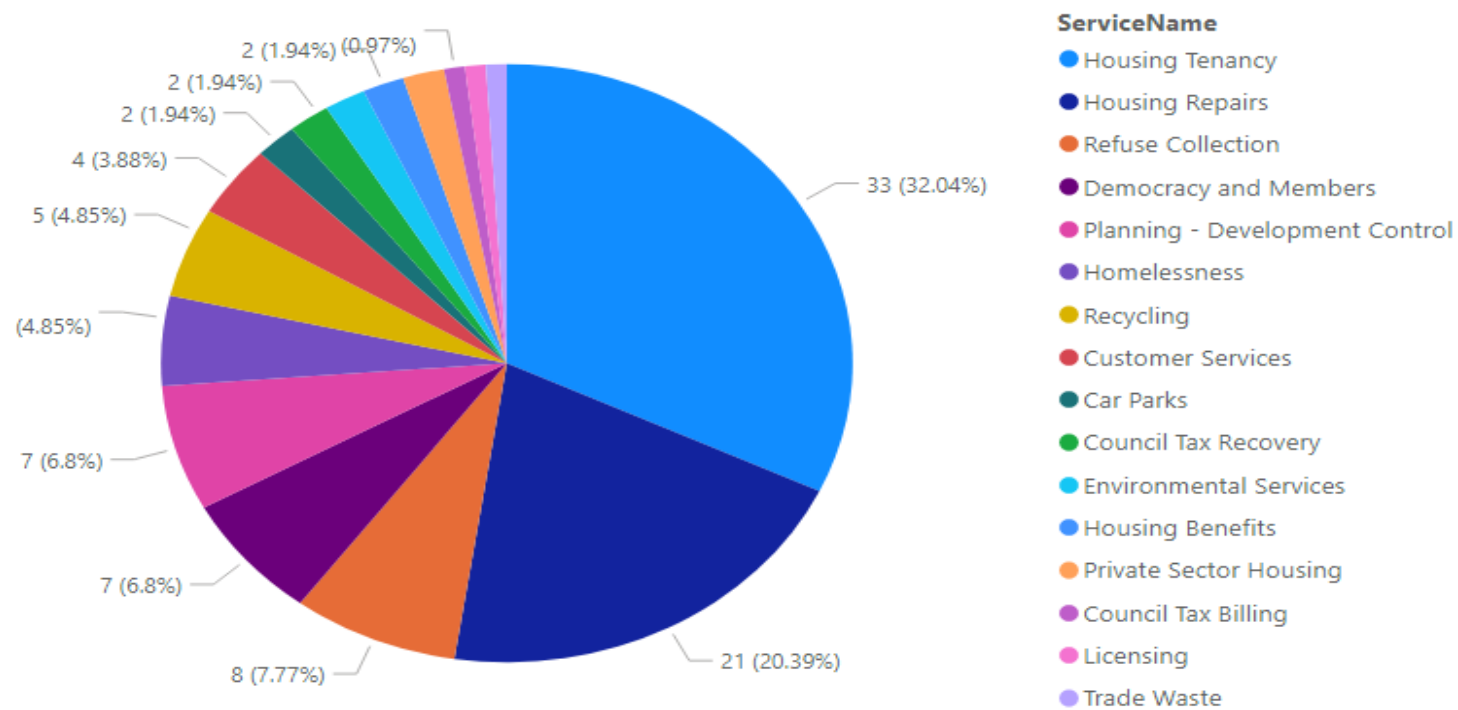
3.3 The new CRM project will be commencing in January and as a result we will be building a new complaints system, including liaising with the Portfolio holder for Continuous Improvement and the Corporate Performance & Improvement Manager. The aim will be to improve the information we capture and embed continuous performance monitoring around Complaints.

3.4 As stated at the meeting of 17 October 2022 the monitoring of Housing complaints is changing. I would refer members to the [Homes PDG minutes of 31 May 2022](#) which contains an annual Complaints report for Housing. Henceforward Housing complaints and Corporate (other service) complaints will be reported separately through the Homes PDG and Scrutiny respectively.

Contact for more Information: Lisa Lewis, Corporate Manager for Business Transformation and Community Engagement. llewis@middevon.gov.uk

Circulation of the Report: Cabinet Member seen and approved [yes/no – name of Cabinet Member], Cabinet, Leadership Team seen and approved [yes/no]

Calls by Service



Sept-Nov 2022
Calls Open – 159

Calls by Service

