

REDDITCH BOROUGH COUNCIL

**EXECUTIVE
COMMITTEE**

16 June 2010

**QUARTERLY MONITORING OF FORMAL COMPLAINTS AND
COMPLIMENTS - JANUARY TO MARCH 2010 (4th Quarter)**

Relevant Portfolio Holder	Cllr Michael Braley
Relevant Head of Service	Head of Customer Services
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 This report provides a view on aspects of the Council's Formal Complaints Procedure. It shows the numbers of complaints at each Stage (Formal, Complaint Appeal and Ombudsman) whether they were responded to on target and what has been learnt/service improvements that have been made.
- 1.2 The report also shows the compliments recorded during the same period and details the Ombudsman Enquiry response times and outcomes.
- 1.3 This report provides Members with an opportunity to review the Council's performance for quarter 4 of the 2009/10 financial year and to comment upon it.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

subject to the Committee's comments, the report on complaints and compliments for the period January to March 2010 be noted.

3. BACKGROUND

- 3.1 The Council's Formal Complaints Procedure has the following stages:

Stage 1 Formal Complaint	Relevant Director/Head of Service for that service areas responds. Target for response 10 working days.
Stage 2 Complaint Appeal	Chief Executive investigates and responds. Target for response 10 working days.
Stage 3 Member Complaint Appeal	Panel of Members consider complaint. Committee Services respond on Panel's behalf. No target set for response time.
Ombudsman	Chief Executive investigates and responds. Target of 28 working days (set by Ombudsman)

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- 3.2 Quarterly reporting is intended to drive improvement based on organisational need and local priorities.

4. KEY ISSUES

Basis of Quarterly Reporting

- 4.1 The report sets out the statistical details of Formal Complaints, Complaint Appeals, Member Complaint Appeals and Ombudsman Enquiries.
- 4.2 It was reported in the 1st quarter monitoring that only 50% of Formal Complaints (Stage 1) and Complaint Appeals (Stage 2) were responded to on time. The response time target is 10 working days. Officers have pursued an improvement in this area and actions have been successful. Response times for the 2nd quarter increased to 74% on target for Stage 1 and 80% for Stage 2 complaints. For the 3rd quarter response times increased again, to 92% on target for Stage 1 and 86% for Stage 2 complaints. During the 4th quarter the Stage 1 complaints remained at 92% responded to on target. For Stage 2 complaints, although only two were received only one (50%) was responded on target. The one that was not responded to on target was a very complicated landscaping case requiring a lot of investigation / detail from officers and was sent 3 days after the due date although a holding letter, advising the complainant it would be late, was sent.
- 4.3 The outturn for the whole year was 75% of Stage 1 responded to on target and 74% of Stage 2 complaints responded to on target. This is the first year that monitoring has been done so will provide a baseline for future years.
- 4.4 The Audit Commission monitors the Ombudsman Response times and these are used in Audit Commission reports/reviews including Direction of Travel and Service Reviews.
- 4.5 The Ombudsman Response times had improved from 28 days at the end of the 1st Quarter to 25 days at the end of the 2nd Quarter. They remained at 25 days during the 3rd and 4th Quarter.

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- 4.6 The Ombudsman Response times have improved greatly over the past few years, following efforts by officers, although 2009/10 was not as good as the previous year but still within the Ombudsman's own target of 28 days.

Year	Number of Enquiries	RBC average days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days
09/10	6	25 days

5. FINANCIAL IMPLICATIONS

Poor performance may have an impact on the financial position of the authority.

6. LEGAL IMPLICATIONS

No particular legal issues arising from this report – any legal issues arising from complaints or compliments are dealt with on a case by case basis.

7. POLICY IMPLICATIONS

No particular issues arising from this report – any policy issues arising from complaints or compliments are dealt with on a case by case basis.

8. COUNCIL OBJECTIVES

Well Managed Organisation

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

Without analysing the Council's complaints or compliments the Council cannot identify whether there are any patterns to complaints / compliments which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer.

10. CUSTOMER IMPLICATIONS

Without analysing the Council's complaints or compliments the Council cannot identify whether there are any patterns to complaints / compliments which need to be addressed and any lessons learned in order to improve the Council performance and service to the Customer.

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11. EQUALITIES AND DIVERSITY IMPLICATIONS

None Specific.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET
MANAGEMENT

None Specific.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

None Specific.

14. HUMAN RESOURCES IMPLICATIONS

None Specific.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

None Specific.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF
CRIME AND DISORDER ACT 1998

None Specific.

17. HEALTH INEQUALITIES IMPLICATIONS

None Specific.

18. LESSONS LEARNT

See Appendix One and Four.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

None Specific.

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20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	No
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes
Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	Yes

21. WARDS AFFECTED

All Wards

22. APPENDICES

Appendix 1	Monitoring data 4 th Quarter (January – March 2010)
Appendix 2	Quarterly Complaints Statistics
Appendix 3	Quarterly Compliments Statistics
Appendix 4	What has been learnt and Service Improvements

23. BACKGROUND PAPERS

The details to support the information provided within this report are held by Chief Executive/Directors/Personal Assistants.

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24. KEY

None

AUTHOR OF REPORT

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