

REDDITCH BOROUGH COUNCIL

EXECUTIVE COMMITTEE

8th September 2010

QUARTERLY MONITORING OF COMPLAINTS: APRIL - JUNE 2010 (1st 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 1 of the 2010/11 financial.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

the update on complaints and compliments for the period April-June 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

4.1 Basis of Quarterly Reporting

The report sets out the statistical details of Formal Complaints, Complaint Appeals, Member Complaint Appeals and Ombudsman Enquiries.

4.2 This will enable a baseline to be set for further reporting and monitoring. Member involvement in monitoring performance for the remainder of the 2010/11 reporting year will involve:

Quarter	Period	Member Group	Purpose of reporting
2	July – Sept	November Executive Committee / Overview and Scrutiny Committee	Receive quarter 2 statistics and to recommend improvements to services
3	Oct – Dec	February Executive Committee / Overview and Scrutiny Committee	Receive quarter 3 statistics and to recommend any improvements to services
4	Jan – Mar	May Executive Committee / Overview and Scrutiny Committee	Receive annual outturn statistics and to recommend any improvements to services

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- 4.2 79% of the Stage 1 complaints were responded to within the 10 day target compared to 50% in the same quarter last year and 75% for the whole of 2009-10.
- 4.3 75% of the Stage 2 complaints were responded to within the 10 day target compared to 50% in the same quarter last year and 74% for the whole of 2009-10.
- 4.4 2009-10 was the first year that monitoring has been done so will provide a baseline for future years.
- 4.5 The Audit Commission monitors the Ombudsman Response times and these are used in Audit Commission reports/reviews including Direction of Travel and Service Reviews.
- 4.6 There were no Ombudsman enquiries/complaints during the 1st quarter of 2010-11.
- 4.7 The Ombudsman Response times for previous years are as follows:

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.

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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.

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.

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**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.

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

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21. WARDS AFFECTED

All Wards

22. APPENDICES

Appendix 1	:	Monitoring data 1 st Quarter (April - June 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.

AUTHOR OF REPORT

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