

REDDITCH BOROUGH COUNCIL

EXECUTIVE COMMITTEE

15th March 2011

QUARTERLY MONITORING OF COMPLAINTS: OCTOBER TO DECEMBER 2010 (3rd Quarter)

Relevant Portfolio Holder	Cllr Michael Braley, Corporate Management
Relevant Head of Service	Amanda de Warr, 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 3 of the 2010/11 financial year.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

the update on complaints and compliments for the period October - December 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 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
4	Jan – Mar	May Executive Committee / Overview and Scrutiny Committee	Receive annual outturn statistics and to recommend any improvements to services

- 4.3 95% of Stage 1 complaints were responded to within the 10 day target compared to 92% in the same quarter last year 75% for the whole of 2009-10.
- 4.4 50% of Stage 2 complaints were responded to within the 10 day target compared to 86% in the same quarter last year and 74% for the whole of 2009-10. The response time in Quarter 3 is worse due to the fact there were only two Stage Complaints and one (Housing Options) was late as officers took longer to investigate than expected. A holding letter was sent to the complainant.
- 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 two Ombudsman enquiries/complaints during the 3rd quarter of 2010-11, with the average response time to date standing at 20.25 days. This is in comparison to the average response time for the whole of 2009-2010 of 23.8 days.

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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.

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 Appendices 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
Deputy Chief Executive/Executive Director – Leisure, Environment 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 One: Monitoring data 3rd Quarter (October-December 2010)
Appendix Two: Quarterly Complaints Statistics
Appendix Three: Quarterly Compliments Statistics
Appendix Four: What has been learnt and Service Improvements

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23. BACKGROUND PAPERS

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

24. KEY

None

AUTHOR OF REPORT

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