



SCRUTINY COMMISSION – 12 JUNE 2019

CORPORATE COMPLAINTS AND COMPLIMENTS ANNUAL REPORT 2018 – 2019

REPORT OF THE DIRECTOR OF CORPORATE RESOURCES

Purpose of Report

1. The purpose of this report is to present for the Commission's consideration the Corporate Complaints and Compliments Annual Report, covering the period 1 April 2018 to 31 March 2019. This is attached as appendix A to this report.

Policy Framework and Previous Decisions

2. A new Corporate Complaints Procedure was adopted by the Authority in April 2010 which requires an Annual Report to be produced, analysing and reviewing complaints received during the preceding 12 months.

Background

3. The Customer Relations Team manages and co-ordinates complaints relating to 3 separate complaints systems –
 - (i) Adult Social Care statutory process;
 - (ii) Children's Social Care statutory process;
 - (iii) Corporate Complaints process – these are complaints relating to other services provided by the Council where there is no other form of redress.
4. This third category is the subject of this report. Both statutory processes are subject to other reporting processes and annual reports on both areas will follow in autumn 2019 to the respective Overview and Scrutiny Committees.
5. As detail is included in the Annual Report itself, the purpose of this report is to highlight the headline issues emerging from the analysis of complaints activity for 2018/2019.

Headline statistics

Complaints received and outcomes (2017-18 comparative data is in brackets)

6. During 2018-19 the following complaints were received

- 324 Corporate complaints (268) – a 21% increase;
 - 36 Local Government and Social Care Ombudsman enquiries (47) – a 23% decrease;
7. 145 Corporate complaints were upheld - which is 44% of the total received (38%).
8. 26 Ombudsman Decisions were made during 2018/19 as follows:
- 8 Closed after initial enquiries;
 - 7 Outside of Local Government Ombudsman (LGO) remit;
 - 6 Maladministration with injustice;
 - 5 No fault found after full investigation.

Response times

9. During 2018-19, complaint response times improved for Corporate Complaints and remain above internal targets (2017-18 figures in brackets):
- 71% of all complaints received a response within 10 working days (65%);
 - 91% received a response within 20 working days (90%);
 - 99% received a response within the maximum 65 days recommended by LGO (99%).

Issues most frequently complained about

10. The top five issues complained about were as follows;

Special Educational Needs Assessment	30
Recycling and Waste Sites	29
Travel and Transport Services	26
Highways Network Management	20
Traffic Management / Calming	16

New Developments

11. After a successful launch in 2018-19, an in-house complaints training course is now a regular training offer with quarterly sessions available through the Learning Hub.
12. Procurement of a new case management system has provided administrative benefits to the team and enabled greater case ownership by complaints officers. This has helped reduce avoidable contact both with the business and complainants.

Recommendations

13. The Commission is asked to:

- (i) note the contents of the Corporate Complaints Annual Report, covering the period 1 April 2018 to 31 March 2019.
- (ii) provide comment and feedback on the content and analysis within the Report.

Circulation under the Local Issues Alert Procedure

None.

Background Papers

Corporate Complaints and Compliments Annual Report 2017 – 2018: Scrutiny Commission – 6 June 2018 -

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List of Appendices

Corporate Complaints and Compliments Annual Report 2018 – 19

Equality and Human Rights Implications

None

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