

COMPLAINTS FORUM
Wednesday, 6th October, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, Emma Hill, Mark Leese, Rachel O'Neil, Andrea Pearson and Stuart Purcell. .

An apology for absence was received from Richard Garrad.

74. MINUTES OF MEETING HELD ON 8TH MARCH, 2010

Agreed:- that the minutes of the meeting held on 8th March, 2010, be agreed as a true record.

75. QUARTER 1 COMPLAINTS SUMMARY

Rachel O'Neil circulated a copy of a report outlining the results of the 'Tell Us Your Views' process for the Quarter 1 period, 1st April to 30th June, 2010.

The report highlighted:-

- 176 customers had complained to the Council raising 263 individual complaints, 51% of which were not upheld
- 125 customers had complained to 2010 Rotherham Ltd., 78% of which had been upheld
- 13% increase in complaints from the same period in 2009/ 10
- 86% of customer complaints were dealt with at Stage 1
- 7% of customer complaints referred to Stage 2
- 3% of complaints referred to Stage 3
- Local Government Ombudsman had dealt with 4% of overall complaints
- 10% reduction on 2009/ 10 annual performance of the number of cases progressing to Stages 2/ 3 or the LGO
- CYPS received 57% of all Corporate complaints relating to actions of staff, 48% relating to lack of information and 52% about lack of service
- 65% of the Corporate complaints around delays in Service related to NAS

Discussion ensued on the report with the following issues raised:-

- o Adult complaints could go to the LGO at any time
- o With regard to other complaints, the LGO had brought in a Council First Approach before they became involved
- o The LGO would shortly have legal powers to enforce decisions on local authorities

- Members' E-case work (surgery reports) needed to feed into the statistics
- The delays in Service for NAS would relate to adaptation assessments and the time taken to be rehoused

The Quarter 2 were about to be received and would form the half yearly report. It would be circulated for comment.

Agreed:- That the report be discussed at the Officer Group and feed any comments back to this Forum to enable the 2010/ 11 half yearly review of performance to be drafted.

76. EQUALITIES DATA

Mark Leese reported that there were gaps in the information held with regard to equality data and was an issue that the Performance and Scrutiny Overview Committee had picked up.

Of the 265 complaints in Quarter 1, only 53 contained gender information about the customer, 44 contained age, 49 provided ethnicity and 49 answered the disability question but only 10 said they actually had a disability. That information, split across the Directorates, was principally where a person had used a hard copy form; other channels did not capture the information.

That did not mean to say that information was not held elsewhere about the customer groups. CYPS and NAS would have information in Swift about Service users and a better knowledge than that held in the complaints data but it could not be pulled out without the customer's permission.

Zoe Burke reported that they sent equalities monitoring to their management but did not get the information back.

Rachel O'Neil reported that she was working with RBT with the aim of capturing equalities data through Siebel via the Service Centre or Contact Centre.

Mark Lees would provide what equalities data there was available for Quarter 2 from Siebel.

Agreed:- That the report be noted

77. SIEBEL REPORTS

Mark Leese reported that he was currently reviewing the list of requirements to enable officers to Self-Serve instead of using the

Change Request route.

Concern was expressed about the length of time this was taking and queried how it could be speeded up. Information could not be extracted from the system and had not been able to for some years. The system did not have inbuilt reports so the data could not be pulled out and had to be done manually.

Mark stated that he had submitted a Change Request to set reports up. There was a list of Directorate specific reports required.

Agreed:- That the Change of Request be chased up immediately and an update given to the next meeting.

78. COMPLAINTS COST PILOT

Mark Leese reported that, within RBT had been trialling a cost pilot which had since been trialled in CYPS and EDS.

In Quarter 1 the average cost of a complaint was £104 and in Quarter 2, as at the end of August, was £96.19. The costs rose for a Stage 2 to approximately £400-500 per complaint.

Zoe Burke reported that she had not included her team's costs but that would be rectified so there was a consistent approach.

Stuart Purcell reported that NAS would also start costing complaints.

Agreed:- That the report be noted.

79. LESSONS LEARNT

Mark Leese reported that information on Quarter 1 was held and Quarter 2 was currently being compiled.

Rachel O'Neil stated that on a quarterly basis the You Said We Did would be included on the website to show that the Council was pro active.

Agreed:- That the Officer Working Group discussion Lessons Learnt and submit a report on this meeting on where and had been applied.

80. CUSTOMER SATISFACTION SURVEY

It was reported that EDS were still conducting telephone satisfaction surveys and had 6 in Quarter 1 and 2 in quarter 2.

CYPS had now started conducting them.

Stuart Purcell stated that he was reluctant to do the surveys by telephone due to lack of staff resources.

1 of the partial compliances in the Customer Excellence was looking at customer surveys. The Council could say that it had and provide the responses it had received but that it was costing more to do it than the return.

Agreed:- (1) That Directorates continue with the satisfaction surveys on a 30% or 3, which ever is the greater, random sample.

(2) That the standard set of questions be used with each Directorate adding their own specific questions.

81. MANAGEMENT OF LGO ENQUIRIES

Mark Leese reported that, further to the provisional figures received from the Local Government Ombudsman attached to the agenda circulated, the outturn position had now been received.

The Council's target response time had improved to 23.8 days against a target of 23 but did have a slight increase in the number of enquiries. Neighbouring authorities had achieved above 30 days.

Agreed:- That the report be noted.

82. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 24th November, 2010, at 10.30 a.m. in the Town Hall.