

Report to Corporate Overview and Scrutiny Committee



Date of Meeting	22 September 2020
Portfolio	Cabinet Member for Resources
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Public/Private Document	Public

3rd & 4th Quarter Corporate Complaints

Executive Summary

1. The report provides Members with a summary of corporate complaints and compliments received during the third and fourth quarters of 2019/20.

Recommendation

2. It is recommended that Members of the Committee consider and scrutinise the information contained in the report and assess whether further information or explanation is required regarding any of the issues raised in the report.

Reason for Recommendation

3. Part of the Council's performance management process is to ensure the Authority's ambition to continuously improve services is realised, and actions or decisions may need to be taken to maintain improvement.

Key Points for Consideration

4. The Local Government & Social Care Ombudsman's definition of a complaint is *"an expression of dissatisfaction about a Council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response"*

In total, 247 new complaints were received during the second half of 2019/20 across all services. The majority of the complaints were resolved at stage one, with only 13 escalating to stage two and 2 complaints being dealt with at stage three. A total of 110 compliments were received in this reporting period.

There was a slight reduction in the number of complaints received during this reporting period compared to the same period last year, and 34% of the overall number of complaints received were found to be not upheld.

Lessons learned

Complaints provide the Council with valuable feedback to develop and improve our services to meet the needs of our customers. The following are examples of changes made by services in response to feedback from residents during this reporting period:

The resources available to manage vehicle dropped crossing installations will be increased by both the Highways Service and the contractor and the programming element of the works will be improved to ensure they are completed quickly. Communication with residents will be improved to ensure work is carried out on an agreed date and the resident is fully informed if there are any changes.

Officers in the Planning Service were advised to ensure that going forward they seek the permission of objectors if it is necessary to specify the address of objectors in public reports.

Following discussions with the Council's Autism Champion, basic training in autism is to be provided to all School Crossing Patrol Officers.

ICT to consider a resident's suggestion of a shutdown of public computers in libraries after a period of inactivity.

Local Government & Social Care Ombudsman

Details of complaints dealt with by the Ombudsman are presented in a separate report which is produced on receipt of the Local Government & Social Care Ombudsman's Annual Review.

4.1 **Alternatives Considered**

None. Information has been compiled from the complaints recording system used by all services to record complaints and compliments.

Costs and Budget Summary

5. None of the complaints dealt with in this reporting period had financial implications.

Risk and Policy Implications

6. There are no specific risk issues for Members to consider arising from this report.

Complainants have the opportunity to refer their complaint to the Local Government & Social Care Ombudsman for up to twelve months from completion of the Council's complaints process; therefore there is a risk that the outcome of a future Ombudsman investigation into a complaint may result in a recommended financial remedy. Complaints considered by the Ombudsman are reported to Overview and Scrutiny Committee annually on

receipt of the Ombudsman's annual report.

Consultation

7. Not applicable.

Background Papers	Place of Inspection
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8. None.	
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