

Taunton Deane Borough Council

Corporate Scrutiny – 24th July 2018

Complaints Handling Update

This matter is the responsibility of Cllr Andy Sully, Lead Member for Corporate Resources

Report Author: Richard Doyle, Corporate Strategy & Performance Officer

1 Purpose of the Report

- 1.1 This report provides Members with an update of complaints handling performance as at 31/3/18.

2 Recommendations

- 2.1 It is recommended that:-

The Corporate Scrutiny Committee review the Council's performance regarding complaints and highlight any areas of particular concern;

3 Background and full details of the report

- 3.1 Complaints handling performance is a key performance indicator on the corporate scorecard, reported to members twice a year.
- 3.2 This report is written in response to a request made by the Chair of Corporate Scrutiny for report to be provided to members of Scrutiny detailing performance to date in relation to complaints handling across the One Team.
- 3.3 We have a corporate performance indicator to fully respond to at least 90% of complaints within 20 working days.
- 3.4 A performance update which included complaints was reported to Scrutiny on **21/6/18**. This covered the whole of the 2017/18 financial year. Complaints responded to over the year showed an average of 75% which is below the target of 90%.
- 3.5 The majority of complaints not answered in time in 2017/18 were in the Planning area.

3.6 Performance information

TDBC Complaints

Quarter 1 (April/May/June)	76 % responded to within 20 working days
Quarter 2 (July/August/Sept)	68 % responded to within 20 working days
Quarter 3 (Oct/Nov/Dec)	79% responded to within 20 working days
Quarter 4 (Jan/Feb/Mar)	77% responded to within 20 working days

A total of 203 Complaints were received in 2017/18. Of these 157 were answered within 20 working days = 77%. (*This compares with 258 complaints received in 2016/17 of which 175 were answered within 20 days = 67%*).

Of the 46 complaints not answered in time the majority were in the following service areas:

Planning = 17
Estates = 8
Open spaces = 4
Housing Options = 3
Council Tax = 3
Asset Management = 2

Planning received 28 complaints in 2017/18. 11 of these were answered within 20 working days = 39%.

Housing (not repairs) received 69 complaints. 55 of these were answered within 20 working days = 79%

The most common cause of complaint in 2017/18:

Standard of Service = 89
Attitude/behaviour of staff = 23
Disagreeing with a decision made = 18
Delay in response = 10

Complaints Upheld/Not Upheld

Of the 203 complaints received, 52 of these were **not** upheld.

Ombudsman Complaints

In 2017/18 the council received 6 complaints from the Ombudsman. 2 of these required financial remedy (1 for Housing and 1 for Planning).

Good responses to complaints:

The Revenues and Benefits Service received 45 complaints in 2017/18 and 42 of these were responded to within 20 working days = 93%. The 3 complaints that were not answered in time only missed the deadline by 1 or 2 days.

Complaints Quarter 1 2018/19:

54 complaints received in Q1 of 2018/19. Currently 40 complaints have been answered within 20 working days = 74%.

4. Reasons for not achieving Complaints Target

- 4.1 The organisation is going through a significant amount of change at the present time and it was anticipated that this would have some impact on business as usual service delivery. The ability to respond to complaints in the Planning Service has been one of the areas affected.

5 Links to Corporate Aims / Priorities

- 5.1 Complaint handling is one of our key performance indicators and is included on our Performance Scorecard.

6 Finance / Resource Implications

- 6.1 There are no financial/resource implications.

7.1 Legal Implications

- 7.1 There are no legal implications associated with this report.

8 Environmental Impact Implications

- 8.1 There are no direct environmental impact implications.

9. Safeguarding and/or Community Safety Implications

- 9.1 There are no safeguarding and /or community safety implications.

10 Equality and Diversity Implications

- 10.1 There are no equality and diversity implications.

11 Social Value Implications

11.1 There are no Social Value implications.

12 Partnership Implications

12.1 There are no partnership implications.

13. Health and Wellbeing Implications

13.1 There are no direct health and wellbeing implications.

14. Asset Management Implications

14.1 There are no direct asset management implications associated with this report.

15 Consultation Implications

15.1 This report will now be published on the Council's website for public scrutiny and information.

Democratic Path:

- **Corporate Scrutiny - Yes**
- **Executive – No**
- **Full Council – No**

Reporting Frequency: 6 monthly as part of the Corporate Performance Scorecard.

Contact Officers

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