

## Members' Library Service Request Form

Date of Document	28/02/18
Originator	Hannah Tiffin
Originator's Ref (if any)	
Document Title	Improvements to Customer Feedback Reporting

Please indicate if access to the document is to be "unrestricted" or "restricted", with regard to the terms of the Local Government (Access to Information) Act 1985.

Unrestricted	<input checked="" type="checkbox"/>	Restricted	<input type="checkbox"/>
--------------	-------------------------------------	------------	--------------------------

If the document is "restricted", please state on what grounds (click on grey area for drop-down menu):

For Publication
-----------------

Additional information:

Authorised By	Jim Lamond
Designation	Head of Council Resources
Date	28/02/18

For Office Use Only:	
Library Reference	34/18
Date Received	31/03/18
Bulletin	Feb18

**REPORT TO:** Members' Library Service

**MEETING DATE:**

**BY:** Head of Council Resources

**SUBJECT:** Improvements to Customer Feedback Reporting

---

## **1 PURPOSE**

- 1.1 To provide members with quarterly Customer Feedback reporting noting improvements made to ensure compliance with the Scottish Public Services Ombudsman (SPSO) reporting requirements in publishing data for performance indicators on a quarterly basis.

## **2 RECOMMENDATIONS**

- 2.1 To note the contents of the report.

## **3 BACKGROUND**

- 3.1 East Lothian Council currently complies with the model complaints handling procedure (CHP) for local authorities introduced by the Scottish Public Services Ombudsman (SPSO):

Stage 1 (Frontline Resolution) - Complaint dealt with at point of service within 5 working days

Stage 2 (Investigation) – Complaint investigated; acknowledged within 3 working days and response provided within 20 working days

If complainants remain dissatisfied after completing this process they have a legal right of appeal to the SPSO.

- 3.2 Customer feedback is recorded on the Council's Customer Relationship Management system (CRM), which provides data on the types of complaints customers make about Council services, as well as complaint handling performance. This system also records comments and compliments from customers.
- 3.3 Feedback is formally channelled through the Contact Centre, local area offices and the Customer Feedback Team to ensure accurate recording and reporting. Service areas are actively encouraged to report complaints through the formal reporting channels where feedback is received directly to them.

- 3.4 The SPSO has developed performance indicators that allow the Council to assess and demonstrate how they are carrying out their functions.
- 3.5 The SPSO requires that the Council reports on these performance indicators on a quarterly basis and that the Council's performance is published on the Council's website.
- 3.6 The required quarterly reporting on the SPSO performance indicators is now being adopted as part of the Council's standard reporting mechanism for Complaint Handling.
- 3.7 This report highlights performance over Q1 and Q2 2017/2018 (1 April to 30 September 2017) and is being submitted into Members' Library and thereafter, regular quarterly performance reports will be lodged.
- 3.8 Web pages are currently being developed to allow for the publication of performance data relating to Council Complaints and improvements to services as a result of feedback received.

**4 POLICY IMPLICATIONS**

- 4.1 None

**5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy

**6 RESOURCE IMPLICATIONS**

- 6.1 Financial - None
- 6.2 Personnel - None
- 6.3 Other - None

**7 BACKGROUND PAPERS**

- 7.1 Appendix 1 Complaints Report April 1 2017-June 30 2017
- 7.2 Appendix 2 Complaints Report July 1 2017- September 30 2017

<b>AUTHOR'S NAME</b>	Hannah Tiffin
<b>DESIGNATION</b>	Team Leader – Customer Feedback
<b>CONTACT INFO</b>	htiffin@eastlothian.gov.uk ext. 7346
<b>DATE</b>	26 February 2018

## Appendix 1

### Quarterly Complaints Report April 1 2017 to June 30 2017

#### 1. The total number of complaints received per thousand of the population.

This indicator gives the total number of complaints received by the Council. The *National Records of Scotland Mid-Year Estimates 2016* gives the population of the Council area to be approximately 104,090.

Period	Total Stage 1	Stage 1 escalated to Stage 2	Stage 2 complaints	Complaints per head of population
Q1 April 1 <sup>st</sup> - June 30 <sup>th</sup> 2017	187	5	59	2.4

#### 2. Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed.

The term “closed” refers to a complaint to which a customer has had a response and no further action is required.

Period	Total number of complaints closed	Stage 1 complaints closed as a % of all complaints	Stage 2 complaints closed as a % of all complaints
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	225	79%	21%

\*Totals will not match as not all complaints are closed in the same quarter as in which they are received.

3. The number of complaints upheld, partially upheld or not upheld at each stage as a percentage of complaints closed in full at each stage.

**Stage 1 Outcomes**

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	178	47% (86)	36% (64)	16% (28)

**Escalated Complaints**

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	3% (5)	100%		

**Stage 2 - Outcomes**

Period	Total Stage 2	% Not Upheld	% Partially Upheld	% Upheld
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	47	30	15	2

\*Totals will not match as not all complaints are closed in the same quarter as in which they are received.

4. The average time, in working days, for a full response to complaints at each stage.

This indicator represents the average time in working days to close complaints at Stage 1 and at Stage 2. SPSO procedures specify Stage 1 complaints to be resolved within 5 working days and Stage 2 complaints to be resolved within 20 working days.

**Stage 1**

Period	Days taken to resolve Stage 1	Total number of Stage 1 complaints closed	Average time to resolve Stage 1
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	902	178	5.1

## Stage 2

Period	Days taken to resolve Stage 2	Total number of Stage 2 complaints	Average time to resolve Stage 2
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	1171	47	24.9

### 5. The number and percentage of complaints, at each stage, which were closed in full within the set timescales of 5 and 20 working days.

This indicator presents the number and percentage of complaints closed within 5 working days at Stage 1 and 20 working days at Stage 2.

## Stage 1

Period	# of complaints closed	# of complaints closed within 5 working days	# of complaints closed within 5 working days as % of complaints closed
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	178	130	73%

## Stage 2

Period	# of complaints closed	# of complaints closed within 20 working days	# of complaints closed within 20 working days as % of complaints closed
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	47	28	60%

### 6. The number and percentage of complaints, at each stage, where an extension to the 5 or 20 working days timeline has been authorised.

The Council's CHP allows for an extension to the timescales to be authorised in certain circumstances. An example would be where a key member of staff is on annual leave during school holidays.

## Stage 1

Period	# of complaints closed	# of complaints closed where an extension had been authorised	# of complaints closed where an extension had been authorised as % of all complaints closed
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	178	37	21%

## Stage 2

Period	# of complaints closed	# of complaints closed where an extension had been authorised	# of complaints closed where an extension had been authorised as % of all complaints closed
April 1 <sup>st</sup> -June 30 <sup>th</sup> 2017	47	9	15%

A focus is being placed on ensuring that where an extension to the timescales is required, 100% of customers are notified.

### **7. A statement to report customer satisfaction with the complaints service.**

A Customer Satisfaction survey was in place previously; discussions will take place on reintroducing this in the most efficient and effective way possible.

### **8. A statement outlining changes or improvements, to services or procedures, as a result of the consideration of complaints.**

This qualitative indicator is intended to identify service improvements or learnings from complaints received during the reporting period and details are provided below:

(a) Annual Parking Permits - a complaint relating to annual parking permits was received and highlighted the fact that whilst the relevant council web page states:

*“Your Annual Permit will be posted out within 7 working days. If you do not receive your Permit within that time please call”*; it was acknowledged that this was not clear enough for customers. Customers were purchasing a permit online then parking without using a ticket, even though the permit had not arrived. It was not clear that a permit was not active automatically from the online purchase and only became active when received and displayed in the vehicle. As a result, additional text was added to the web page stating:

*“Please note that you must await receipt of your permit before using the coastal car parks, regardless of the commencement date noted above. To avoid receiving a £60 penalty charge notice, you must display a valid coastal car parking permit”*.

No further complaints or comments about permits or being charged incorrectly have been received following this improvement.

## Appendix 2

### Quarterly Complaints Report July 1 2017 to September 30 2017

#### 1. The total number of complaints received per thousand of the population.

This indicator gives the total number of complaints received by the Council. The *National Records of Scotland Mid-Year Estimates 2016* gives the population of the Council area to be approximately 104,090.

Period	Total Stage 1	Stage 1 escalated to Stage 2	Stage 2 complaints	Complaints per head of population
Q2 July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	202	5	39	2.3

#### 2. Complaints closed at Stage 1 and Stage 2 as a percentage of all complaints closed.

The term “closed” refers to a complaint to which a customer has had a response and no further action is required.

Period	Total number of complaints closed	Stage 1 complaints closed as a % of all complaints	Stage 2 complaints closed as a % of all complaints
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	244	84%	16%

\*Totals will not match as not all complaints are closed in the same quarter as in which they are received.



3. The number of complaints upheld, partially upheld or not upheld at each stage as a percentage of complaints closed in full at each stage.

**Stage 1 Outcomes**

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	202	46% (92)	31% (62)	25% (51)

**Escalated Complaints**

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	7	29% (2)	29% (2)	

**Stage 2 - Outcomes**

Period	Total Stage 2	% Not Upheld	% Partially Upheld	% Upheld
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	39	54% (21)	38% (15)	8% (3)

\*Totals will not match as not all complaints are closed in the same quarter as in which they are received.

4. The average time, in working days, for a full response to complaints at each stage.

This indicator represents the average time in working days to close complaints at Stage 1 and at Stage 2. SPSO procedures specify Stage 1 complaints to be resolved within 5 working days and Stage 2 complaints to be resolved within 20 working days.

**Stage 1**

Period	Days taken to resolve Stage 1	Total number of Stage 1 complaints closed	Average time to resolve Stage 1
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	1375	202	6.8

## Stage 2

Period	Days taken to resolve Stage 2	Total number of Stage 2 complaints	Average time to resolve Stage 2
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	993	39	25

Whilst the average time to resolve complaints is over the specified working days, Customer Feedback and the Service Areas continue work to ensure customers receive an update that more time is required in advance of the resolution date.

## 5. The number and percentage of complaints, at each stage, which were closed in full within the set timescales of 5 and 20 working days.

This indicator presents the number and percentage of complaints closed within 5 working days at Stage 1 and 20 working days at Stage 2.

## Stage 1

Period	# of complaints closed	# of complaints closed within 5 working days	# of complaints closed within 5 working days as % of complaints closed
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	205	117	57%

## Stage 2

Period	# of complaints closed	# of complaints closed within 20 working days	# of complaints closed within 20 working days as % of complaints closed
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	39	23	58%

**6. The number and percentage of complaints, at each stage, where an extension to the 5 or 20 working days timeline has been authorised.**

The Council's CHP allows for an extension to the timescales to be authorised in certain circumstances. An example would be where a key member of staff is on annual leave during school holidays.

**Stage 1**

<b>Period</b>	<b># of complaints closed</b>	<b># of complaints closed where an extension had been authorised</b>	<b># of complaints closed where an extension had been authorised as % of all complaints closed</b>
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	205	88	43%

**Stage 2**

<b>Period</b>	<b># of complaints closed</b>	<b># of complaints closed where an extension had been authorised</b>	<b># of complaints closed where an extension had been authorised as % of all complaints closed</b>
July 1 <sup>st</sup> -Sept 30 <sup>th</sup> 2017	39	16	42%

**7. A statement to report customer satisfaction with the complaints service.**

A Customer Satisfaction survey was in place previously; discussions will take place on reintroducing this in the most efficient and effective way. It is anticipated that this could be reintroduced by early summer 2018.

**8. A statement outlining changes or improvements, to services or procedures, as a result of the consideration of complaints.**

This qualitative indicator is intended to identify service improvements/learnings from complaints received during the reporting period and details are provided below:

As a result of a trend in upheld complaints:-

- (a) Adult Wellbeing are currently introducing new processes and a specific role focused on ensuring that provider payments and client billings are correct.
- (b) Licensing Democratic Services previously received 2 upheld complaints that were focused on internal service communication with Council Tax in regards to dates of registering as landlords and queries needed to assist Council Tax. As a result, training was delivered to the Licensing Officers on using the Landlord Registration system. No further complaints or comments have been received following this improvement.