

Members' Library Service Request Form

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Originator	Hannah Tiffin
Originator's Ref (if any)	
Document Title	Quarterly Customer Feedback Reporting

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Authorised By	Jim Lamond
Designation	Head of Council Resources
Date	13/12/18

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REPORT TO: Members' Library Service

MEETING DATE:

BY: Head of Council Resources

SUBJECT: Quarterly 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, namely Appendix 1 containing complaints reporting for 1 July 2018 to 30 September 2018.

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 This report highlights performance in Q2 2018/2019 (1 July 2018 to 30 September 2018).
- 3.5 Customer Feedback is still reviewing how the new website can be further utilised for people to easily access published 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 1 July 2018 to 30 September 2018.

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DATE	13 December 2018

Appendix 1

Quarterly Complaints Report 1 July 2018 to 30 September 2018

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 2017* gives the population of the Council area to be approximately 104,840.

Period	Total Stage 1	Stage 1 escalated to Stage 2	Stage 2 complaints	Complaints per head of population
Q2 1 July-30 September 2018	186	3	16	1.9

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
Q2 1 July-30 September 2018	177	93%	7%

*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
Q2 1 July-30 September 2018	164	60% (99)	26% (43)	13% (22)

Escalated Complaints

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
Q2 1 July-30 September 2018	3	33% (1)	67% (2)	0

Stage 2 - Outcomes

Period	Total Stage 2	% Not Upheld	% Partially Upheld	% Upheld
Q2 1 July-30 September 2018	10	50% (5)	40% (4)	10% (1)

*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
Q2 1 July-30 September 2018	1979	164	12.1

The time taken to resolve Stage 1 complaints has doubled from Q1 and a Council wide focus is required on resolving complaints within 5 working days.

Stage 2

Period	Days taken to resolve Stage 2	Total number of Stage 2 complaints	Average time to resolve Stage 2
Q2 1 July-30 September 2018	464	13	35.7

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
Q2 1 July-30 September 2018	164	102	62.2%

Stage 2

Period	# of complaints closed	# of complaints closed within 20 working days	# of complaints closed within 20 working days as % of complaints closed
Q2 1 July-30 September 2018	13	4	40%

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
Q2 1 July-30 September 2018	164	20	12.2%

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
Q2 1 July-30 September 2018	13	12	92%

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

ELC will be reintroducing existing satisfaction surveys in Q4; these surveys will be issued by post and via an online link. Later in 2019 the SPSO plan to introduce a new set of standard questions for all local authorities to use to in customer satisfaction surveys. This is with a view to allow for meaningful benchmarking.

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.

There are none to report for this quarter.