

## Members' Library Service Request Form

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Originator	Susan Farrow
Originator's Ref (if any)	
Document Title	Quarterly Customer Feedback Reporting - Q2

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Additional information:

Authorised By	Jim Lamond
Designation	Head of Council Resources
Date	10/11/2020

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**REPORT TO:** Members' Library Service

**MEETING DATE:** November 2020

**BY:** Head of Council Resources

**SUBJECT:** Quarterly Customer Feedback Reporting – Q2

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## **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 on the Council's complaints reporting for 1 July 2020 to 30 September 2020.

## **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
- 3.2 If complainants remain dissatisfied after completing this process they have a legal right of appeal to the SPSO.
- 3.3 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.
- 3.4 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.

- 3.5 The SPSO has developed performance indicators that allow the Council to assess and demonstrate how it is carrying out its functions.
- 3.6 The SPSO requires the Council to report on these performance indicators on a quarterly basis and that the Council's performance is published on the Council's website. A new complaints performance document has been produced and published on the Council's website detailing ELC's quarterly complaints data meaning that ELC is compliant with the SPSO guidelines on publication.
- 3.7 The required quarterly reporting on the SPSO performance indicators has now been adopted as part of the Council's standard reporting mechanism for Complaint Handling. Annual reporting and trends is available for in the PPRC report:  
[https://www.eastlothian.gov.uk/download/meetings/id/21776/04\\_customer\\_fee\\_dback\\_reporting\\_201920](https://www.eastlothian.gov.uk/download/meetings/id/21776/04_customer_fee_dback_reporting_201920)
- 3.8 This report highlights performance in Q2 2020 (1 July 2020 to 30 September 2020). The figures for Quarter 1 July 2020 to 30 September 2020 can be found in Appendix 1. Section 7 of the appendix highlights changes that are still in discussion for customer satisfaction surveys.
- 3.9 Customer Feedback will publish findings in accordance with SPSO performance requirements.

#### **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 None.

<b>AUTHOR'S NAME</b>	Susan Farrow
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<b>DESIGNATION</b>	Team Leader – Customer Feedback
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<b>DATE</b>	29 October 2020

## Quarterly Complaints Report 1<sup>st</sup> July 2020 to 30<sup>th</sup> September 2020

### 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 107,090.

Period	Total Stage 1	Stage 1 escalated to Stage 2	Stage 2 complaints	Complaints per head of population
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	110	7	7	1.2%

### 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
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	124	88.7%	5.6%

\*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
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	110	56.4%(62)	33.6%(37)	10.0%(11)

## Escalated Complaints

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	7	57.1%(4)	42.9%(3)	0%(0)

## Stage 2 – Outcomes

Period	Total Stage 2	% Not Upheld	% Partially Upheld	% Upheld
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	7	42.9%(3)	57.1%(4)	0%(0)

\*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
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	1,025	110	9.3

#### Stage 2

Period	Days taken to resolve Stage 2	Total number of Stage 2 complaints	Average time to resolve Stage 2
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	140	7	20.0

#### 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	Number of complaints closed	Number of complaints closed within 5 working days	Number of complaints closed within 5 working days as % of complaints closed.
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	110	63	57.3%

### Stage 2

Period	Number of complaints closed	Number of complaints closed within 20 working days	Number of complaints closed within 20 working days as % of complaints closed
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	7	7	100%

### 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 or when during school holidays.

### Stage 1

Period	Number of complaints closed	Number of complaints closed where an extension had been authorised	% of complaints closed where an extension had been authorised as % of all complaints closed
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	110	47	42.7%

## Stage 2

Period	Number of complaints closed	Number of complaints closed where an extension had been authorised	% of complaints closed where an extension had been authorised as % of all complaints closed
1 <sup>st</sup> July 2020 to 30 <sup>th</sup> September 2020	7	0	0%

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

The SPSO are still discussing introducing a 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. It is yet to be established if a new process on survey usage will also be introduced. Once this has been established Customer Feedback will look to progress reintroducing the customer satisfaction survey. The SPSO have advised that the new standard questions will be shared when available.

### **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 that were derived from complaints during the reporting period.

There are none to report for this quarter.