

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	28/09/18

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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 April 2018 to 30 June 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 Q1 201/2019 (1 April 2018 to 30 June 2018).
- 3.5 The new website is live and in Q2 Customer Feedback will look at introducing 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 1 April 2018 to 30 June 2018.

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DATE	27 September 2018

Appendix 1

Quarterly Complaints Report 1 April 2018 to 30 June 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
Q1 1 April-30 June 2018	222	8	29	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
Q1 1 April-30 June 2018	229	88%	12%

*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
Q1 1 April-30 June 2018	202	60% (120)	20% (41)	20% (41)

Escalated Complaints

Period	Total Stage 1	% Not Upheld	% Partially Upheld	% Upheld
Q1 1 April-30 June 2018	4	75% (3)	25% (1)	0

Stage 2 - Outcomes

Period	Total Stage 2	% Not Upheld	% Partially Upheld	% Upheld
Q1 1 April-30 June 2018	27	63% (17)	22% (6)	15% (4)

*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
Q1 1 April-30 June 2018	1327	202	6.6

Stage 2

Period	Days taken to resolve Stage 2	Total number of Stage 2 complaints	Average time to resolve Stage 2
Q1 1 April-30 June 2018	458	27	17.0

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	# of complaints closed	# of complaints closed within 5 working days	# of complaints closed within 5 working days as % of complaints closed
Q1 1 April-30 June 2018	202	84	42%

Stage 2

Period	# of complaints closed	# of complaints closed within 20 working days	# of complaints closed within 20 working days as % of complaints closed
Q1 1 April-30 June 2018	26	11	42%

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
Q1 1 April-30 June 2018	202	75	37%

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
Q1 1 April-30 June 2018	27	15	56%

Due to resource challenges throughout Q1 2018, it was not possible to advise customers 100% of the time that more time was required to resolve their complaint. Ensuring that customers are updated with expected response timescales will become a focus once resource issues have been permanently resolved.

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

The SPSO had planned to introduce 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. This has been put on hold by the SPSO to allow for a full review of the current CHP; planned for 2019. ELC will look to re-introduce customer satisfaction surveys later this year which will be updated once the SPSO issue a set of standard questions in 2019.

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.