

CABINET

DATE OF MEETING: 12 JULY 2022

TITLE OF REPORT: COMPLAINTS POLICY REVIEW APRIL-JUNE 2022

Report of: Corporate Services

Cabinet Portfolio: Leader and Strategic Direction and Partnerships

Key Decision: No

Confidentiality: Non-Exempt

PURPOSE OF REPORT

1. The report considers how the new complaint process is progressing across the Council and its shared services.
2. The report reviews the number and type of complaints across the service areas between April-June 2022.

RECOMMENDATION

3. The complaints report for April-June 2022 is noted.
4. Members suggest other indicators they would like to see as part of the ongoing performance monitoring for complaints.

BACKGROUND

5. Cabinet approved the new complaints policy in March 2022. One of the key recommendations was the monitoring and reporting of corporate complaints performance to this committee on a quarterly basis.
6. Three months have elapsed since the launch of the new policy and this report considers what has worked since the launch and what requires further attention.
7. The report looks at the proposed key performance indicators for April – June.

PERFORMANCE INFORMATION

8. Since April, we have received 35 complaints across the four service areas, 33 Stage 1 complaints and two Stage 2.
9. Appendix 1 provides a breakdown of the complaints:
 - Complaints received by service area/ month
 - Complaints by service area/ subject area
 - Complaints by service area/ service level agreement
 - Complaint by outcome
 - Complaints by category
10. There are four broad areas for development.
 - Internal IT platform development. There is a list of enhancements in the pipeline for development. This is an internal SharePoint platform, built and maintained by IT team. Complex or time-consuming enhancements require careful planning to fit in around operational and project activities.

- Training and awareness for staff. During Quarter 1, a range of issues were identified including:
 - Each logged complaint needs an officer allocated to provide accountability for the management of the complaint
 - Each complaint needs to have a completed outcome to allow for further analysis
 - All officers should be logging complaints
 - Managers need to monitor weekly reports to ensure complaints do not exceed management response times
 - Staff require further clarification around the difference between service request or is it a Stage 1?
 - No complaints template for Stage 1 or 2 letters resulting in a range of responses
- Integration with shared services
 - Not receiving full details of the complaint response or confirming the outcome of the decision
 - Some delays in receiving the latest position with complaints from shared services

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

11. No alternative options considered

CORPORATE GOVERNANCE CONSIDERATIONS

Relevance to the Corporate Plan and/or The Hart Vision 2040

12. Performance reporting is an essential element of understanding how the services are performing in the context of the actions being undertaken in Service Plans. Complaints analysis provides officers with invaluable feedback on the provision of services at an operational level.

Legal and Constitutional Issues

13. None identified

Financial and Resource Implications

14. None identified

Risk Management

15. No direct risks identified from this report. Each complaint is reviewed at officer level.

EQUALITIES

16. An equality impact assessment is not required for this report.

CLIMATE CHANGE IMPLICATIONS

17. No direct carbon/environmental impacts arising from the recommendations

ACTION

18. Cabinet is asked to note the complaints performance report for quarter 1 2022/23.

19. Cabinet to suggest any additional information they would like to see in future reports.

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Appendices

2022/23 Quarter 1 complaints performance indicator report