

ANGUS COUNCIL

SCRUTINY & AUDIT COMMITTEE – 21 AUGUST 2018

**COMPLAINTS UPDATE
APRIL – JUNE 2018**

REPORT BY MARGO WILLIAMSON, CHIEF EXECUTIVE

ABSTRACT

The purpose of this report is to highlight the number of complaints received in the first quarter of 2018 and to update members on the action being taken to ensure the effectiveness of the complaints handling procedure along with the lessons learnt from these complaints.

1. RECOMMENDATIONS

1.1 It is recommended that the Scrutiny & Audit Committee consider and note:-

- (i) the complaints closed between 1 April 2018 and 30 June 2018; and
- (ii) the learning from complaints identified by the Directorates

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN/CORPORATE PLAN

2.1 This report contributes to the following local outcome(s) contained within the Angus Local Outcomes Improvement Plan and Locality Plans:

- **Angus is a place where a first class quality of life can be enjoyed by all.**

3. BACKGROUND

3.1 Since 1 April 2013, the council has been operating the new Complaints Handling Procedure for Local Authorities as required by the Scottish Public Services Ombudsman.

3.2 During the first three months of 2018/19 a total of 68 complaints were recorded as closed off during the first three months.

4. SERVICE COMPLAINTS

In the first three months a total of 46 "Service" Complaints were received. These are required to be responded to as quickly as possible and the target response is no longer than five days. Of the 46 complaints received the average time taken to respond was 8.52 days. Only 24 complaints were closed within the targeted timescale of five days. This is clearly an area for improvement in meeting the expectations of the set timescale.

A snap shot of the complaints are as follows:-

- Waste collection and the green waste subscription caused concern for a number of individuals. In particular the posting costs of letters to all households;
- Recycling centres and staff issues;
- Missed bins;
- Changes to Sheltered Housing Policy; and
- Unhappy at actions taken by staff

5. INVESTIGATION COMPLAINTS

In the first three months a total of 22 Investigation complaints were received. These complaints require an investigation to be carried out and if complex by a senior officer out with the service. An officer has 20 days to provide a full response. Of the 22 complaints received the average time taken to respond was 26.56 days. Again this is an area for improvement.

However, it must be understood that whilst this is out with the timescales there can be a number of reasons for this e.g. school holidays, collecting all the necessary information, scheduling of meetings with complainer etc.

A snap shot of the investigation complaints are as follows:-

- Noise
- Standard of Housing repairs
- Damage caused by potholes
- Alleged loss of paperwork

6. LEARNING FROM COMPLAINTS

- 6.1 Each Directorate has been asked to identify and act on the key learning points from the complaints received about their service.
- 6.2 Complaints received from 1 April - 31 March are detailed in the attached Appendix 1, Appendix 2, Appendix 3 and Appendix 4 along with key learning points and procedures/processes that have changed as a result of the complaint.

7. COMPLIMENTS

- 7.1 A number of compliments have been received during the period. Compliments are received in writing, via facebook/twitter and by telephone. Detailed below is an example of the compliments received.
- Extended thanks to all concerned with the traffic control in Carnoustie during the Open
 - Cleanliness of the toilets at Market Street, Arbroath and the helpfulness of the staff with a disabled user
 - Thank you to various department for the work done by the council to ensure Harley Davidson event was a success

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications arising from this report.

9. CONSULTATION

- 9.1 The Strategic Directors of People and Place, the Service Leader – Legal and Democratic the Head of Legal and Finance have been consulted in the preparation of this report.

**MARGO WILLIAMSON
CHIEF EXECUTIVE**

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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List of Appendices:-

Appendix 1 – Learning from Complaints – Angus Health and Social Care Partnership
Appendix 2 – Learning from Complaints – People
Appendix 3 – Learning from Complaints – Place
Appendix 4 – Learning from Complaints – Strategic Policy, Transformation and Public Sector Reform