

ANGUS COUNCIL

SCRUTINY & AUDIT COMMITTEE – 7 MARCH 2024

COMPLAINTS & COMPLIMENTS REPORT

**QUARTER TWO - 1 JULY – 30 SEPTEMBER 2023
QUARTER THREE - 1 OCTOBER – 31 DECEMBER 2023**

REPORT BY JACKIE BUCHANAN, DIRECTOR OF LEGAL, GOVERNANCE & CHANGE

1. ABSTRACT

The purpose of this report and appendix is to highlight the complaints received in Quarter 2 from 1 July – 30 September 2023 and Q3 from 1 October – 31 December 2023 to assure members that work is ongoing to learn from complaints received by Angus Council. The Report also includes details of compliments received during the period.

2. ALIGNMENT TO THE COUNCIL PLAN AND COUNCIL POLICIES

2.1 The contents of this report contribute to the achievement of the corporate priorities set out in the Angus Community Plan and Council Plan. This is achieved through providing the Scrutiny & Audit Committee with Information on complaints received and that appropriate governance and action is in place to address issues and learn from them.

3. RECOMMENDATIONS

3.1 It is recommended that the Scrutiny & Audit Committee notes for the period 1 July – 30 September (Q2) and 1 October to 31 December 2023 (Q3)

- (i) The complaints statistics for the period as detailed in Appendix 1;
- (ii) The sample of compliments for the period;
- (iii) The complaints received by each of the Council's Directorates as outlined in Appendix 2 to the report; and
- (iv) Agree to receive the Complaints & Compliments Report on a six-monthly basis, rather than on a quarterly basis.

4. BACKGROUND

4.1 As outlined in previous Complaints and Compliments Reports to this Committee, there is a national framework dealing with customer complaints made to public bodies which is under the auspices of the Scottish Public Services Ombudsman (SPSO). Local authorities are bound to follow this framework. Please see report number R402/22 for further information.

The detail within appendix 1 is the performance indicators set by the SPSO and in Appendix 2 a breakdown of the records logged by customers using the Council's "Contact Us" digital platform and other customer complaints uploaded there by staff.

4.2 The Member Officer Working Group in October 2023 agreed that the Complaints and Compliments Report be delivered on six monthly basis rather than quarterly and this is the first of this style, covering two quarters.

5. CURRENT POSITION

- 5.1 Over the past six months Angus has been hit with several storms which has created an impact on both Housing and Roads staff dealing with complaints. It has also created an increase in the number of complaints. Every effort is being made to address complaints, however given the ongoing response to recovery following Storms Babet, Gerrit, Isha and Jocelyn this has not always been possible.

In the two quarters Housing has received over 150 complaints many of which remain outstanding due to staffing issues. Roads have received over 50 complaints and again many remain outstanding. This is in addition to MP/MSP and Councillor enquiries. The pressure on the teams involved remains challenging but every effort is being made to support staff and address the complaints.

6. FINANCIAL IMPLICATIONS

There are no direct financial implications arising from this report. There are no differential impacts on persons with protected characteristics.

7. RISK MANAGEMENT

There are no risks arising directly from this report.

8. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications arising from the recommendations of this report.

9. EQUALITY IMPACT ASSESSMENT, HUMAN RIGHTS AND FAIRER SCOTLAND DUTY

A screening assessment has been undertaken and a full Equality Impact Assessment is not required for the following reason: - this report is providing reflective information to members.

10. CONSULTATION

This report was circulated for consultation to all Directors of the Council.

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.

REPORT AUTHOR: Elaine Whittet, Team Leader, Legal, Governance & Change
EMAIL DETAILS: LegDem@angus.gov.uk

List of Appendices:

Appendix 1 Performance Indicators
Appendix 2 Complaints by Service