

CAMBRIDGE CITY COUNCIL

REPORT OF: Business Transformation Directorate

TO: Civic Affairs Committee

17/09/2014

WARDS: None directly affected

ANNUAL COMPLAINTS REPORT 2013-14

1 INTRODUCTION

- 1.1 This report provides an analysis of the complaints, compliments and comments received by the Council during 2013/14 under the Corporate Complaints, Compliments and Comments procedure.
- 1.2 The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services.
- 1.3 The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so that the Council can also take action where appropriate to improve services.

2. RECOMMENDATIONS

2.1 Civic Affairs to:

Consider the draft Annual Complaints Report for 2013-14, shown at Appendix A, and approve for publication on the Council's website.

3. BACKGROUND

- 3.1 This year we have changed the format of the report to detail what each department have done to prevent, improve and change their services as a result of feedback. We will continue with this recording method in 2014/15 to ensure that we have accurate information that is monitored and reviewed on a quarterly basis.
- 3.2 The City Council has been recording information about complaints for the last ten years and trend data is included in the report from 2008. In 2013-14 we received 429 complaints a 14% decrease on the previous year.
- 3.3 The report in Appendix A includes:
- A summary of complaints and compliments received, their trends and action taken
 - Context and service background
 - 20 complaints investigated by the Independent Complaints Investigator and service feedback
 - Complaints escalated to the Local Government Ombudsman and service feedback, including details of two findings of maladministration in 13-14. A full report on this will be provided to Housing Committee on 30th September 2014.
 - Complaints relating to conduct of councilors
- 3.4 As well as complaints we also receive many positive comments about the Council's services and staff. A section on compliments is included in the report because knowing where things are working well and are appreciated is as important as knowing where things are not working well.
- 3.5 Subject to approval by Civic Affairs on the 17th September, officers will finalise and publish the report on the Council's website with hard copies being made available on request.

4. CONSULTATIONS

The Annual Complaints report is compiled by Customer Services on behalf of the Council. Data on complaints and compliments is collected quarterly by a designated complaints coordinator within each department and collated by Customer Services.

5. IMPLICATIONS

(a) Financial Implications

The time and resources spent on responding to complaints is a not insignificant cost to the Council. Our aim should be to get things right first time as often as we can.

(b) Staffing Implications

None

(c) Equal Opportunities Implications

Analysis and action taken as a result of complaints has an important role to play in ensuring that our services are accessible to all those who wish or need to use them and, that as far as possible, we are able to respond flexibly to the differing needs of our citizens and visitors.

(d) Environmental Implications

None

(e) Community Safety

None

BACKGROUND PAPERS: The following are the background papers that were used in the preparation of this report:

Departmental Quarterly monitoring reports – June '13, September '13, December '13, and March '14

For enquiries or to inspect these documents contact the author, Jenna Varga Business and Development Manager, Customer Services on extension 8607.

Report file: <N:\Strategy & Partnerships\Performance\Complaints and Compliments\Annual Complaints Report\2013-2014 Annual Complaints Report>

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