

AGENDA MANAGEMENT SHEET

Name of Committee	Community Protection Overview And Scrutiny Committee
Date of Committee	16 January 2007
Report Title	Complaints Report for the half year to 2006/07
Summary	A report detailing all complaints and compliments for the Directorate in the first half of 2006/07.
For further information please contact:	Balbir Singh Policy and Planning Officer Tel: 01926 423231 balbirsingh@warwickshire.gov.uk
Would the recommended decision be contrary to the Budget and Policy Framework?	No
Background papers	None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees	<input type="checkbox"/>	
Local Member(s)	<input type="checkbox"/>	
Other Elected Members	<input checked="" type="checkbox"/>	Councillor Richard Chattaway, Councillor David Shilton
Cabinet Member	<input checked="" type="checkbox"/>	Councillor Richard Hobbs
Chief Executive	<input type="checkbox"/>	
Legal	<input checked="" type="checkbox"/>	Sarah Duxbury
Finance	<input checked="" type="checkbox"/>	Oliver Winters
Other Chief Officers	<input type="checkbox"/>	
District Councils	<input type="checkbox"/>	
Health Authority	<input type="checkbox"/>	
Police	<input type="checkbox"/>	

Other Bodies/Individuals Michelle McHugh

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Community Protection Overview And Scrutiny Committee

16 January 2007

Complaints Report for the half year to 2006/07

Report of the Strategic Director of Community Protection and County Fire Officer

Recommendation

For Members to note the report and make recommendations as appropriate.

1. Introduction

1.1 In common with all other Directorates of the County Council, the Community Protection Directorate (Fire and Rescue) considers and reports on complaints against the following criteria on a half-yearly basis:

- Number of complaints, comments and compliments received.
- The reason for the complaint - poor/inadequate service, conduct of staff, council policy or facilities.
- The main complaint area for each category.
- The number of complaints of a discriminatory nature.
- Remedial action taken as a result of complaints.
- The stage of the complaints procedure to which each complaint went.
- The number of complaints dealt with within the time scales set out in the complaints procedure.
- The number of complaints which were substantiated/justified.
- The number of complaints referred on by Members.
- Number of complainants who asked for Members to be notified of their complaint.

1.2 The analysis of complaints in this way highlights any trends and enables remedial action to be taken, where appropriate.

1.3 The number of complaints received is small and therefore are dealt with on an individual basis. Trends are noted where appropriate.

2. Complaints Analysis

(This analysis refers to Community Protection Directorate for the period April to September 2006).

Number of Complaints	8
Number of Compliments	39

2.1 The number of complaints and compliments received by the Service in the last three years are shown below:

Number of Complaints		
2003/04	2004/05	2005/06
27	13	8

Number of Compliments		
2003/04	2004/05	2005/06
Unknown	56	112

Period		April - September 2006	
Directorate		Community Protection	
Number of complaints received stating where they have come from e.g. contractors / internal / external etc.		7 - Members of the Public 1 - internal	
Number of comments received		0	
Number of compliments received		39	
		Number	Main complaint areas for this category
Reason for Complaint	Poor / Inadequate Service	1	Failure to respond to 'Home alarm'
	Conduct of Staff	3	Tone of e-mail Failure to meet an appointment Poor internal communication
	Council Policy		
	Facilities	1	Boat safety survey form had missing information
	Other (please specify with detail)	3	Driving under emergency conditions Party-hire appliance mistaken for WFRS appliance Exclusion from property during incident
Number of these complaints which are of a discriminatory nature	Race	0	
	Disability	0	
	Age	0	
	Gender	0	
	Religion	0	
	Sexual Orientation	0	

Results from the feedback letter sent to at least 20% of complainants.		Very Satisfied	Fairly Satisfied	Neither Satisfied Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Number of surveys sent: 0						
		Time Taken	Response Not Answer Questions	Response Not Clear	Response Not What You Hoped	Staff Attitude
Number of surveys returned:						
Stage the complaint went to:	Informal within 7 Working Days	7				
	Stage 1 within 15 Working Days	1				
	Stage 2 within 21 Working Days					
	Stage 3 within 30 Working Days					
Number of complaints dealt with within the time scales set out in the Complaints Procedure		8				
Number of complaints substantiated / justified		5				
Number of complaints referred on by Members		0				
Number of complainants who asked for Members to be notified of their complaint		0				

3. Improvements Made

- 3.1 All complaints were unique in nature and no pattern is evident. Where they involved staff conduct this has been discussed with the individuals concerned to ensure improvement.

4. Recommendation

- 4.1 For members to note the report and make recommendations as appropriate.

WILLIAM BROWN
Strategic Director Community
Protection and County Fire
Officer

December 2006