

**AGENDA MANAGEMENT SHEET**

**Name of Committee** Economic Development Overview and Scrutiny Committee

**Date of Committee** 27th March 2007

**Report Title** Environment and Economy Directorate Complaints and Compliments – April-December 2006

**Summary** Progress on complaints and compliments received up to December 2006.

**For further information please contact** Andy McDarmaid  
Environmental Management and Performance Manager  
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**Would the recommended decision be contrary to the Budget and Policy Framework?** Yes/No

**Background Papers** None.

**CONSULTATION ALREADY UNDERTAKEN:-** *Details to be specified*

- Other Committees  Environment Overview and Scrutiny – 1st March 2007.
- Local Member(s)  .....  
(With brief comments, if appropriate)
- Other Elected Members  Councillor P Barnes }  
Councillor M Jones } for information.  
Councillor P Morris-Jones }
- Cabinet Member  Councillor Saint – for information.  
(Reports to The Cabinet, to be cleared with appropriate Cabinet Member)
- Chief Executive  .....
- Legal  L Arben – agreed.

- Finance
- Other Chief Officers  .....
- District Councils  .....
- Health Authority  .....
- Police  .....
- Other Bodies/Individuals  .....

**FINAL DECISION**                      **YES/NO**      *(If 'No' complete Suggested Next Steps)*

**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  .....

**Economic Development Overview and Scrutiny Committee –  
27th March 2007**

**Environment and Economy Directorate Complaints and  
Compliments – April-December 2006**

**Report of the Strategic Director for  
Environment and Economy**

**Recommendation**

The Economic Development Overview and Scrutiny Committee is asked to:-

1. Consider Environment and Economy Directorate's complaints from April to December 2006.
2. Request any additional information required.

**1. Introduction**

- 1.1 Any expression of dissatisfaction regarding a service provided by Environment and Economy Directorate (EED) received within the directorate is dealt with using our complaints procedure. Where it is possible to deal with the complaint quickly and easily, then we acknowledge and respond to the complaint as soon as possible.
- 1.2 All groups within EED monitor numbers of complaints and track trends, raising any issues with their senior managers. Complaints are reported to the EED Performance Management Board, which includes Leadership Team and selected others, as part of the quarterly Customer Service Report. Each complaint is reported in detail, including how the complaint was resolved and any policy changes as a result.
- 1.3 The table below shows the total number of complaints received by all EED services during this period and a comparison with the same period last year. Complaints are recorded showing the proportional breakdown between directly delivered services and contractor delivered services. The distinction between complaints made against contractors performing a service on behalf of EED, over whom we do not have direct, day-to-day control, is made specifically for contract management purposes.

Year	Complaints April-December 2006	Contractor delivered services	In-House delivered services
2006/7	200	97	103
2005/6	224	126	98

The category of complaint is detailed in the table below:

April – Dec 2006	Policy or Service Standards	Failure to meet Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities
2006	39	87	43	22	9
2005/6	55	68	64	22	15

- 1.4 In the first nine months of 2006/7 EED has recorded 200 complaints, an 11% decrease on the same period in 2005/06.
- 1.5 Of the 200 complaints received in the period April - December 2006, 131 of them were considered to be justified and actions were taken to remedy the situation.

## 2. Complaints Analysis and Resulting Outcomes

- 2.1 Of the complaints dealt with during April to December 2006, 178 have been resolved at the informal stage, 17 at the formal stages, with 2 currently being addressed by our Directorate Complaints Officer. A brief outline of these two is detailed in 2.2 below. The following summary of complaints received is intended to highlight key themes, and, when more than 10 complaints have been received on the same theme, the actual number is shown in brackets. The full data is included in **Appendix A**.

### Waste Management

- (i) Having to pay for disposal of waste items at Recycling Centres.
- (ii) Health and Safety concerns at Recycling Centres.
- (iii) Restrictions on what could be disposed of at specific sites.
- (iv) Opening times of Recycling Centres.
- (v) Attitude of staff at Recycling Centres.

### Country Parks

- (i) Loud music.
- (ii) Being told that they could not fly a kite at busy times.
- (iii) User upset that dogs were not kept on leads.

## Highways

- (i) Highway drainage issues.
- (ii) Incorrect times given for works being undertaken.
- (iii) Loose chippings on highway after resurfacing work.
- (iv) Cleaning of road signs.
- (v) Verges being damaged by Utility contractor.
- (vi) Surface dressing/resurfacing issues.
- (vii) About not installing weight limits in Fillongley.
- (viii) Condition of footpaths.
- (ix) Barford Bypass inconvenience of works.
- (x) Road closures and parking issues.
- (xi) Thickness of the rumble strips on the Fosse Way.
- (xii) Early morning working of contractors.

## Transport Operations

- (i) Buses and trains running late, early or not running at all (74).
- (ii) Children's behaviour, or driver's behaviour, on contracted services (16).

2.2 The two complaints currently being addressed by our Directorate Complaints Officer are shown below:

2.2.1 A notice of intent not to renew a lease on land at Pooley Fields Country Park. This is a stage 2 complaint.

2.2.2 The provision of a Puffin Crossing on Warwick Road, Leek Wootton. The complainant sees the crossing as a waste of public funds for which no road safety grounds exist. As of December 2006 this was a stage 2 complaint however it has now reached stage 3 and will be referred to the Chief Executive.

## 3. Compliments

3.1 The directorate also records the compliments it receives in writing, either by letter or e-mail, from external bodies and members of the public. During this period 167 compliments were received.

JOHN DEEGAN  
Strategic Director for Environment and Economy  
Shire Hall  
Warwick

21st February 2007

## Economic Development Overview and Scrutiny Committee 27th March 2007

### EED Complaints & April-December

Q1 2006 (April-June)	Delivered		Policy or Service	Failure to meet Policy or	Policy or Actions or Treatment or	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3	
	In-House	Contractor	Service Standards	Service Standards	Services							Conduct
	Transport & Highways	29	17	25	9							11
Waste & Environment	3	0	0	0	3	0	0	3	3	0	0	0
Skills, Tourism & Economy	1	0	0	0	1	0	0	1	1	0	0	0
Strategy Support	0	0	0	0	0	0	0	0	0	0	0	0
Management	0	0	0	0	0	0	0	0	0	0	0	0
<b>Environment &amp; Economy</b>	<b>33</b>	<b>17</b>	<b>25</b>	<b>9</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>50</b>	<b>48</b>	<b>1</b>	<b>1</b>	<b>0</b>

  

Q2 2006 (July-Sept)	Delivered		Policy or Service	Failure to meet Policy or	Policy or Actions or Treatment or	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3	
	In-House	Contractor	Service Standards	Service Standards	Services							Conduct
	Transport & Highways	27	30	5	33							13
Waste & Environment	5	1	1	0	1	0	4	6	6	0	0	0
Skills, Tourism & Economy	0	0	0	0	0	0	0	0	0	0	0	0
Strategy Support	0	0	0	0	0	0	0	0	0	0	0	0
Management	0	0	0	0	0	0	0	0	0	0	0	0
<b>Environment &amp; Economy</b>	<b>32</b>	<b>31</b>	<b>6</b>	<b>33</b>	<b>14</b>	<b>6</b>	<b>4</b>	<b>63</b>	<b>58</b>	<b>3</b>	<b>2</b>	<b>0</b>

  

Q3 2006 (Oct-Dec)	Delivered		Policy or Service	Failure to meet Policy or	Policy or Actions or Treatment or	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3	
	In-House	Contractor	Service Standards	Service Standards	Services							Conduct
	Transport & Highways	27	45	4	44							13
Waste & Environment	10	4	4	1	1	4	4	14	13	0	1	0
Skills, Tourism & Economy	1	0	0	0	0	0	1	1	1	0	0	0
Strategy Support	0	0	0	0	0	0	0	0	0	0	0	0
Management	0	0	0	0	0	0	0	0	0	0	0	0
<b>Environment &amp; Economy</b>	<b>38</b>	<b>49</b>	<b>8</b>	<b>45</b>	<b>14</b>	<b>15</b>	<b>5</b>	<b>87</b>	<b>75</b>	<b>6</b>	<b>6</b>	<b>0</b>

2006 YTD (April-Dec)	Delivered		Policy or Service	Failure to meet Policy or	Actions or Treatment or	Facilities	TOTALS	Informal	Stage 1	Stage 2	Stage 3	
	In-House	Contractor	Service Standards	Service Standards	Services							Conduct
Transport & Highways	83	92	34	86	37	18	0	175	157	10	8	0
Waste & Environment	18	5	5	1	5	4	8	23	22	0	1	0
Skills, Tourism & Economy	2	0	0	0	1	0	1	2	2	0	0	0
Strategy Support	0	0	0	0	0	0	0	0	0	0	0	0
Management	0	0	0	0	0	0	0	0	0	0	0	0
<b>Environment &amp; Economy</b>	<b>103</b>	<b>97</b>	<b>39</b>	<b>87</b>	<b>43</b>	<b>22</b>	<b>9</b>	<b>200</b>	<b>181</b>	<b>10</b>	<b>9</b>	<b>0</b>