

ENVIRONMENT AND ECONOMY DIRECTORATE

**This report is due to be considered by the Environment
Overview and Scrutiny Committee 1st March 2007.**

AGENDA MANAGEMENT SHEET

Name of Committee Environment Overview and Scrutiny Committee

Date of Committee 1 March 2007

Report Title Q1/Q2/Q3 Complaints and Compliments – Environment and Economy Directorate

Summary

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?

No

Background Papers

CONSULTATION ALREADY UNDERTAKEN:- *Details to be specified*

- Other Committees
- Local Member(s)
(With brief comments, if appropriate)
- Other Elected Members Cllr Browne, Cllr Mrs Lea, Cllr Goode
- Cabinet Member Cllr Heatley.....
(Reports to The Cabinet, to be cleared with appropriate Cabinet Member)
- Chief Executive
- Legal Ian Marriot.....
- Finance

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

FINAL DECISION
(Steps)

YES/NO (If 'No' complete Suggested Next

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

**Environment Overview and Scrutiny Committee
- 1 March 2007**

**Q1/Q2/Q3 Complaints and Compliments –
Environment and Economy Directorate**

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

Recommendation

The Environment Overview and Scrutiny Committee is asked to:-

- (i) Consider E&E Directorate's complaints for Q1,Q2 & Q3 2006/7.
- (iii) Request any additional information required.

1. Introduction

- 1.1 Any expression of dissatisfaction regarding a service provided by E&E 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 E&E monitor numbers of complaints and track trends, raising any issues with their senior managers. Complaints are reported to the E&E 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 E&E 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 E&E, over whom we do not have direct, day-to-day control, is made specifically for contract management purposes.

Year	Complaints (Q1/Q2/Q3)	Contractor delivered	In-House delivered
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		services	services
2006/07	200	97	103
2005/06	224	126	98

The category of complaint is detailed in the table below:

Q1/Q2/Q3 April – Dec	Policy or Service Standards	Failure to meet Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities
2006/07	39	87	43	22	9
2005/06	55	68	64	22	15

- 1.4 In the first nine months of 2006/07 E&E 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 Q1, Q2 & Q3 2006/07, 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.

Waste Management

Having to pay for disposal of waste items at Recycling Centres
 Health and Safety concerns at Recycling Centres
 Restrictions on what could be disposed of at specific sites
 Opening times of Recycling Centres
 Attitude of staff at Recycling Centres

Country Parks

Loud music
 Being told that they could not fly a kite at busy times
 User upset that dogs were not kept on leads

Highways

Highway drainage issues

Incorrect times given for works being undertaken
Loose chippings on highway after resurfacing work
Cleaning of road signs
Verges being damaged by Utility contractor
Surface dressing/resurfacing issues
About not installing weight limits in Fillongley
Condition of footpaths
Barford Bypass inconvenience of works
Road closures and parking issues
Thickness of the rumble strips on the Fosse Way
Early morning working of contractors

Transport Operations

Buses and trains running late, early or not running at all (74)
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 Rd., Leek Wooton. 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 Officer's staff.

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

26 January 2007

EED Complaints & Compliments
Q1, Q2, Q3 2006/7

Q1 2006/7	Delivered		Policy or Service Standards	Failure to meet Service Standards	Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3
	In-House	Contractor											
	Transport & Highways	29											
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	
Environment & Economy	33	17	25	9	15	1	0	50	48	1	1	0	

Q2 2006/7	Delivered		Policy or Service Standards	Failure to meet Service Standards	Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3
	In-House	Contractor											
	Transport & Highways	27											
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	
Environment & Economy	32	31	6	33	14	6	4	63	58	3	2	0	

Q3 2006/7	Delivered		Policy or Service Standards	Failure to meet Service Standards	Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3
	In-House	Contractor											
	Transport & Highways	27											
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	
Environment & Economy	38	49	8	45	14	15	5	87	75	6	6	0	

Appendix A – Detailed breakdown of complaints received by Service Area

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2006/7 YTD	Delivered		Policy or Service Service Standards	Failure to meet Policy or Service Standards	Actions or Services	Treatment or Conduct	Facilities	TOTALS	Informal Stage	Stage 1	Stage 2	Stage 3
	In-House	Contractor										
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
Environment & Economy	103	97	39	87	43	22	9	200	181	10	9	0

**Appendix A – Detailed breakdown of complaints received by Service
Area**

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