

COMMUNITY PROTECTION DIRECTORATE

Extract from draft Minutes of the meeting of the Community Protection Overview and Scrutiny Committee held on 16 January 2007.

“Complaints Report – Half Year 2006/07

The Committee noted the report of the Strategic Director of Community Protection and County Fire Officer detailing all complaints and compliments for the Directorate in the first half of 2006/07. “

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
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**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

Local Member(s)

Other Elected Members X Councillor Richard Chattaway, Councillor
David Shilton

Cabinet Member X Councillor Richard Hobbs

Chief Executive

Legal X Sarah Duxbury

Finance X Oliver Winters

Other Chief Officers

District Councils

Health Authority

Police

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