

RESOURCES DIRECTORATE

Extract from Minutes of the meeting of the Resources, Performance and Development Overview and Scrutiny Committee held on the 9 January 2007.

“Half Year Complaints Reports April to September 2006

The Committee considered reports from the Strategic Directors of Performance and Development and Resources relating to the action taken in respect of complaints received by both Directorates in the half year April to September 2006

(2) Resources Directorate

Dave Clarke, Strategic Director of Resources, introduced the report.

Members requested that if possible, future reports from the two directorates should use similar diagrams in black and white.

The Committee noted the complaints received and the remedial action undertaken

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AGENDA MANAGEMENT SHEET

Name of Committee Resources, Performance And Development O&S Committee

Date of Committee *09 January 2007*

Report Title *Resources Half Year Complaints Report - April - September 2006*

Summary *A report to discuss the complaints figures for the Resources Directorate for the period April - September 2006*

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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
- Cabinet Member Cllr Alan Cockburn
- Chief Executive
- Legal via Sarah Duxbury
- Finance via Oliver Winters
- Other Chief Officers David Clarke (reporting officer)

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

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

Agenda No

Resources, Performance and Development O&S Committee - 09 January 2007.

Resources Half Year Complaints Report – April - September 2006

Report of the Strategic Director of Resources

Recommendation

That the O&S Committee read and comment on the complaints figures for the Resources Directorate for the period of April - September 2006.

Executive Summary

- This is the first complaints report from the new Resources Directorate and brings together the complaints systems from the old Property, CAMS and Treasurers Departments.
- Complaints figures are slightly up on last year's half-year figures, but not significantly so.
- Accolades figures have almost doubled in comparison with those from this time last year

1. Introduction

- 1.1 When the Property, CAMS and Treasurers Departments were amalgamated to form the Resources Directorate in April 2006, all three brought with them their own complaints systems. We are currently looking at finding a consistent approach across the Directorate.
- 1.2 Property and Strategic Resource Development (SRD) – all Property and SRD complaints and accolades are sent to the Resources Directorate Complaints Officer who then records them on an electronic Notes system, which was historically used by the Property Services Department.
- 1.3 Finance – complaints and accolades for Finance are entered into a log-book by individual members of staff, which is held in the office of the PA to the Strategic Director of Resources.
- 1.4 ICT and Facilities Management (FM) – ICT and FM Group managers are responsible for recording and monitoring their own complaints and accolades. These figures and additional complaints details are submitted to the Resources Directorate Complaints Officer on a quarterly basis.
- 1.5 The Strategic Director of Resources has requested that he be kept regularly informed of any complaints within the Directorate and complaints and accolades figures are also reviewed by Resources DMT within the Resources Quarterly Performance Report. All complaints are analysed and any necessary action identified.

2. Complaints Analysis

Year	Service	Accolades (Half Year)	Complaints (Half Year)
2004/05	Property	18	7
	Treasurers	0 (only collected at year end)	6
	CAMS	251	15
	Resources Total	269	28
2005/06	Property	24	4
	Treasurers	0 (only collected at year end)	2
	CAMS	182	9
	Resources Total	206	15
2006/07	Property/SRD	10	4
	Finance	0 (only collected at year end)	1
	ICT/FM	398	14
	Resources Total	408	19

2.1 Although the Directorate has only existed since April 2006, by adding together the figures of the then Property, CAMS and Treasurers Departments, we can show a trend for the two previous years.

2.2 At the half-way point of this year, our complaints figures are slightly up on last year's half-year figures, but not significantly so. Accolades figures have almost doubled in comparison with those from this time last year. This can largely be attributed to the introduction of the ICT Service Desk Customer Callback System, which prompts customers to make comments on the service they have received.

2.3 The table below shows the categories of the complaints received with additional information on main complaint areas:

		Number	Main complaint areas for this category
Reason for complaint	Poor/inadequate service	18	<ol style="list-style-type: none"> 1. Poor service delivery (x3) 2. Food overcooked (x2) 3. Value for money – adult portion in comparison to primary portion 4. Booking and communications regarding electrical testing 5. Loss of telephone service to site – PC/Server maintenance support issue (x6) 6. Complaint from school re Hotline (x2) 7. Complaint from school re contractor's work 8. Complaint from school re delays on project 9. Complaint from ex employee re delay in payment of retirement benefits
	Conduct of Staff	0	
	Council Policy	0	
	Facilities	0	
	Other (please specify with detail)	1	10. Accident with ink spillage

2.4 Of the 19 complaints received in the Resources Directorate between April and September 2006, 17 are classed as being justified, with 1 complaint still ongoing.

3. Improvements Made

3.1 The table below shows that the Resources Directorate takes all complaints seriously and is committed both to investigating all complaints and to taking action where necessary.

Complaint	Improvement Made
Poor service delivery	Meetings held with all 3 complainants and Head of Service. All issues resolved within 24 hours. Monitoring and work plans agreed with all complainants. These are in place and are being regularly monitored by Quality Monitoring Inspections and Area Manager visits.
Food overcooked in 2 instances	Kitchen staff spoken to in order to ensure greater care taken in cooking food items
Value for money – adult portion in comparison to primary portion	Ensure that correct portion size is served to adults
Loss of telephone service to site – PC/Server maintenance support issue	<p>Each complaint is logged onto a call recording system and escalated to the Customer and Supplier Services Manager for clarification that it is to be regarded and tracked as a complaint. All complaints are investigated and details reported back to the person making the complaint as well as the Customer and Supplier Services Manager who monitors the situation.</p> <p>Each of the 6 complaints received in the April – September period were dealt with by direct contact by the Customer & Supplier Service Manager or the Service Desk Manager and each was followed by written response to person making the complaint</p>
Complaint from school re Hotline	Both schools telephoned and apologies offered to both Head

	teachers. Both are now satisfied.
Complaint from school re contractor's work	Property staff currently resolving issue
Complaint from school re delays on project	Head teacher emailed and explanations offered. Head teacher now satisfied.

DAVID CLARKE
Strategic Director of
Resources

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12 December 2006