

PERFORMANCE AND DEVELOPMENT DIRECTORATE

Extract from the draft 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

(1) Performance and Development Directorate

During his introduction of this item David Carter, Strategic Director of Performance and Development, advised members of the nature of the complaints received by the Performance and Development Directorate and the action taken to resolve them. He indicated that a more comprehensive report would be submitted to the next meeting.

In response to comments from Councillor Bob Hicks, David Carter agreed to instigate a review of the arrangements for the opening of the Nuneaton Registry Office.

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AGENDA MANAGEMENT SHEET

Name of Committee	Resources, Performance And Development Overview And Scrutiny Committee
Date of Committee	09 January 2007
Report Title	Half year complaints report 2006-2007
Summary	This report summarises the action taken in respect of complaints received by the Performance and Development Directorate in the half year April to September 2006
For further information please contact:	Hilary Hall Improvement and Support Services Manager Tel: 01926 736100 hilaryhall@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 checked="" type="checkbox"/> | n/a |
| Other Elected Members | <input checked="" type="checkbox"/> | Councillor Booth, Councillor Hicks, Councillor Atkinson |
| Cabinet Member | <input checked="" type="checkbox"/> | Councillor Peter Fowler |
| Chief Executive | <input type="checkbox"/> | |
| Legal | <input checked="" type="checkbox"/> | Strategic Director of Performance and Development (comments included) |
| Finance | <input type="checkbox"/> | |
| Other Chief Officers | <input type="checkbox"/> | |
| District Councils | <input type="checkbox"/> | |

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

Executive Summary

- In the half-year to September 2006, 11 complaints were received, all relating to the Registration Service. All 11 complaints received were dealt with within 7 working days and remedial action was put in place. The trend data over the last three years (as it related to the former Chief Executive's department) shows an increase in the number of complaints received.
- The number of compliments received by the directorate continues to grow, as demonstrated by the trend data over the last three years, and significantly outnumber the number of complaints.

Agenda No

Resources, Performance and Development Overview and Scrutiny Committee – 9th January 2007

Performance and Development Directorate – half-year complaints report 2006-2007

Report of the Strategic Director of Performance and Development

Recommendation

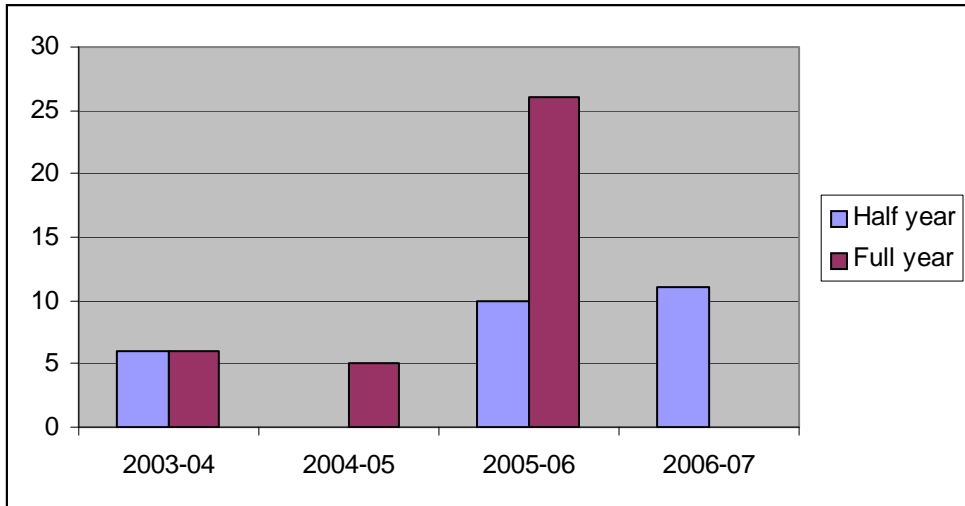
That the Committee notes the complaints received by the Performance and Development Directorate and the remedial action undertaken

1. Introduction

Within the Performance and Development Directorate, the Directorate Complaints Officer collects complaints data from each division every quarter. This data is then passed to the Corporate Complaints Officer to report to Members. Examples of where complaints information has led to changes or improvements in services are also reported.

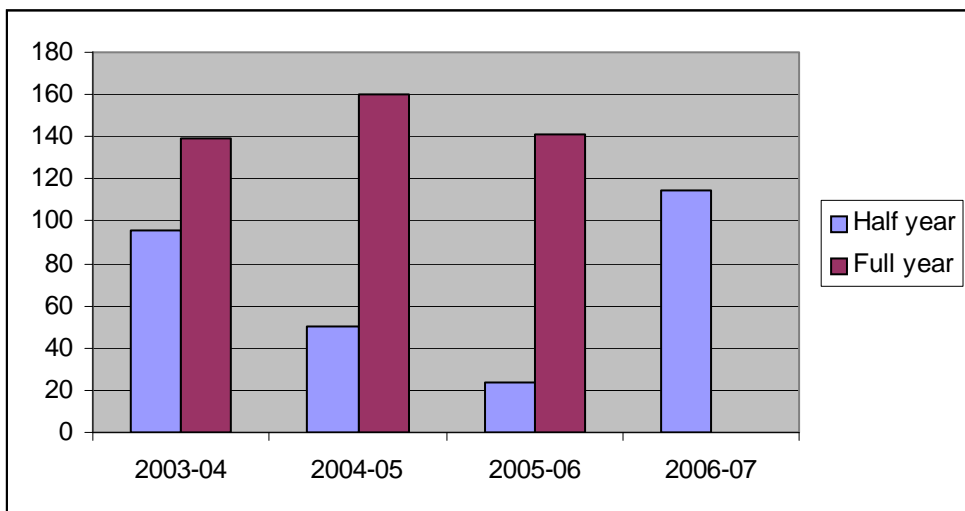
2. Complaints Analysis

Below is complaints data for the past three years (as it related to the former Chief Executive's department):



In the half-year to September 2006, 11 complaints were received, relating to the Registration Service. All 11 complaints received were dealt with within 7 working days. To rectify the complaints, a portable air conditioning unit was installed in the office where the complaints related to the high temperature. Where the complaints related to staff attitude, letters were sent to dissatisfied customers and complaints were resolved through excellent customer care and staff training/awareness. Full year complaints figures will be reported in June 2007.

The graph below shows the number of compliments received over the last three years. It can be seen that compliments significantly outnumber complaints.



DAVID CARTER
 Strategic Director of
 Performance and
 Development

Shire Hall
Warwick
13 December 2006

