

# Resources and Fire & Rescue Overview and Scrutiny Committee

15 September 2021

## WCC Corporate Customer Feedback Overview Report Financial Years 2018/19, 2019/20 and 2020/21

### Recommendation

That the Resources and Fire & Rescue Overview and Scrutiny Committee considers and comments on the content of the WCC Corporate Customer Feedback overview report.

### 1. Executive Summary

1.1 Feedback is always welcomed from customers of the Council's services. The Council receives four types of feedback, comments, compliments, complaints, and questions. There were 4,932 cases created during 2020/21 which is an increase of nearly 25% (3,953) on the previous year.

1.2 Customers have a choice of channels to provide their feedback: digitally via a self account they can set up through the Warwickshire County Council (WCC) website, telephone, face to face at an outlet or by post. Generally over recent years the use of a self account has been steadily increasing, during 2018/19 and 2019/20 it was around 70% for the authority. During 2020/21 this has risen to over 77%.

1.3 During the financial year 2020/21 the volume of cases processed and closed (4,903) increased by just over 20% (3,953) on the previous financial year and by almost 7% (4,587) on 2018/19.

1.4 Timeliness

WCC has specific Service Level Agreement's (SLA) for timeliness of response to feedback classed as a question or a complaint. Most cases that are received by WCC are dealt with by the appropriate Directorate team. During 2020/21, there were 3,731 cases assigned to teams across WCC. Of the 2,915 complaint and question cases assigned and processed during the period, 81% (87.26% of questions and 73.15% of complaints) were closed within the appropriate SLA. There is no SLA performance target for questions however the target for complaints is 70%.

1.5 Complaints

- During 2020/21 there were 1,322 complaints closed by teams across WCC which is an increase of 16% on 2019/20 and over 25% more than during

2018/19. Of those closed 967 cases achieved the service level agreement (i.e., timeliness requirement), which means that 73.1% of complaints were managed within required timescales. This is an increase of almost 9% from the previous financial year and achieving the authority's target of 70%.

- Most of the complaints raised focused on perceived issues with: WCC service standards, physical environment issues, communication and staff conduct. However, Contact Us currently only allows the selection of one complaint reason for each complaint raised therefore this may not provide a holistic view of all issues.
- 13% of the complaints closed were not upheld
- 19% of complaints have been upheld either fully or partially
- 35% of questions have been answered as part of a complaint.

#### 1.6 Local Government and Social Care Ombudsman (LGSCO)

The LGSCO received 50 complaints and enquiries in respect of Warwickshire County Council during financial year 2020/21 which was 3 more than during 2019/20 (47 received) and 17 less than 2018/19 (67 received)

#### 1.7 Learning from feedback

Putting things right where they have gone wrong and learning from issues raised is the most important part of our customer feedback process. Where there are opportunities for learning and change beyond the individual complaint raised, we look carefully at how best to do this.

From the information captured on the system the main categories of learning have been recorded as follows:

- Poor communication by officers both internally and with the customer
- Better planning required
- Staff training needed
- Improve the time for completing cases – Work has been initiated on this point with recommendations from stage 2 reports being shared and monitored with the appropriate services to ensure these are actioned and lessons learnt.

## 2. Financial Implications

None.

## 3. Environmental Implications

None.

## 4. Supporting Information

- 4.1 Number of cases created during 2020/21 was 24.8% up on 2019/20 and 4% up on 2018/19.
- 4.2 During 2018/19 and 2019/20 approximately 70% of all cases were created digitally however during 2020/21 this has increased to over 77%. It should be noted that this is a corporate figure and there are differences across directorates. For example, during 2020/21, the Communities directorate received 89% of its feedback digitally whereas People Directorate received 40% of feedback digitally.
- 4.3 Of the 2,915 cases assigned to teams 81% (2,357) of cases were closed within the appropriate SLA (73.15% of complaints and 87.26% of questions) which is an increase of over 6% on 2019/20.
- 4.4 Over 86% of the complaint cases were in relation to:
- Communication over 69%
  - Physical environment issues almost 10%
  - WCC service standards almost 8%

## 5. Timescales associated with the decision and next steps

Not applicable.

## Appendices

1. Appendix 1 – WCC Corporate Customer Feedback Overview report.

## Background Papers

None

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