

Buckinghamshire & Milton Keynes Fire Authority



MEETING	Overview and Audit Committee
DATE OF MEETING	14 September 2016
OFFICER	Graham Britten, Director of Legal and Governance
LEAD MEMBER	Councillor David Watson (Chairman, Overview and Audit Committee)
SUBJECT OF THE REPORT	Compliments and Complaints
EXECUTIVE SUMMARY	<p>This purpose of this report is to advise of any corrective action taken to reduce or remove the problem that led to a complaint being made and to identify opportunities to improve public perception of the services Buckinghamshire and Milton Keynes Fire Authority (the Authority) provide. It also serves to note public satisfaction and record compliments received and, if any of these represent a new good practice, to identify measures taken to ensure that this becomes standard.</p> <p>The last compliments and complaints report to the Overview and Audit Committee was made on 23 September 2015 and considered the three years 2012/13, 2013/14 and 2014/15. This current report covers the financial years 2013/14, 2014/15, and 2015/16.</p> <p>In 2013/14 in a move to capture and address all concerns by members of the public, all reports of dissatisfaction were investigated as complaints. This led to an increase from ten concerns or complaint in 2012/13 to thirty-three in 2013/14 before reducing to twenty- three in 2014/15 with only seven of these being upheld. 2015/16 shows a further decrease with only six complaints received – of which only three were upheld.</p> <p>The number of written compliments received has continued to fall therefore greater reliance is being placed on data from the annual satisfaction survey “After the Incident” to capture the perceptions of those experiencing an incident in the home or in non-domestic premises.</p> <p>During this reporting period no complaints were investigated by the Ombudsman or the Information Commissioner.</p>
ACTION	Information.

RECOMMENDATIONS	That the report be noted.
RISK MANAGEMENT	<p>No risks have been identified for departmental, project or corporate risk register at this time.</p> <p>During compilation of the report consideration is given to risks associated with privacy, people and environmental factors. The public are encouraged to raise concerns /make complaints and, if required, are given assistance to do so.</p> <p>There are sufficient investigating officers trained in complaints handling to ensure that complaints are rigorously investigated, resolved as quickly as possible and, wherever possible, to the satisfaction of the complainant.</p> <p>To protect the privacy of the complainant, all personal data is removed when no longer needed to support investigations and the remaining anonymised data has no residual information risk.</p> <p>No negative issues have been identified.</p>
FINANCIAL IMPLICATIONS	There are no negative financial implications associated with this report.
LEGAL IMPLICATIONS	There are no negative legal implications associated with this report.
CONSISTENCY WITH THE PRINCIPLES OF COLLABORATION	Although the Authority has committed to a default position of collaboration with Thames Valley Fire and Rescue Authorities (FRAs) compliments and complaints are specific to the recipient FRA and no opportunity to collaborate in the process has been identified at this time.
HEALTH AND SAFETY	There are no negative implications on health and safety.
EQUALITY AND DIVERSITY	The People Impact Assessment has been reviewed as part of an integrated impact assessment and is considered to be a fair and inclusive process.
USE OF RESOURCES	The policy and associated procedure were developed in consultation with representatives from the Local Government Ombudsman, investigating officers, and were approved by the Overview and Audit Committee (Item 6) on 23 September 2015.
PROVENANCE SECTION & BACKGROUND PAPERS	<p>Background</p> <p>Overview and Audit Committee (Item 6) on 23 September 2015.</p>
APPENDICES	Appendix A Compliments and complaints received 2013/14 – 2015/16

Compliments and Complaints

TIME REQUIRED	5 minutes.
REPORT ORIGINATOR AND CONTACT	Gerry Barry, Information Governance and Compliance Manager gbarry@bucksfire.gov.uk 01296 744442 or 07920 710637

This page is left intentionally blank

Appendix A

Compliments and complaints received 2013/14 – 2015/16

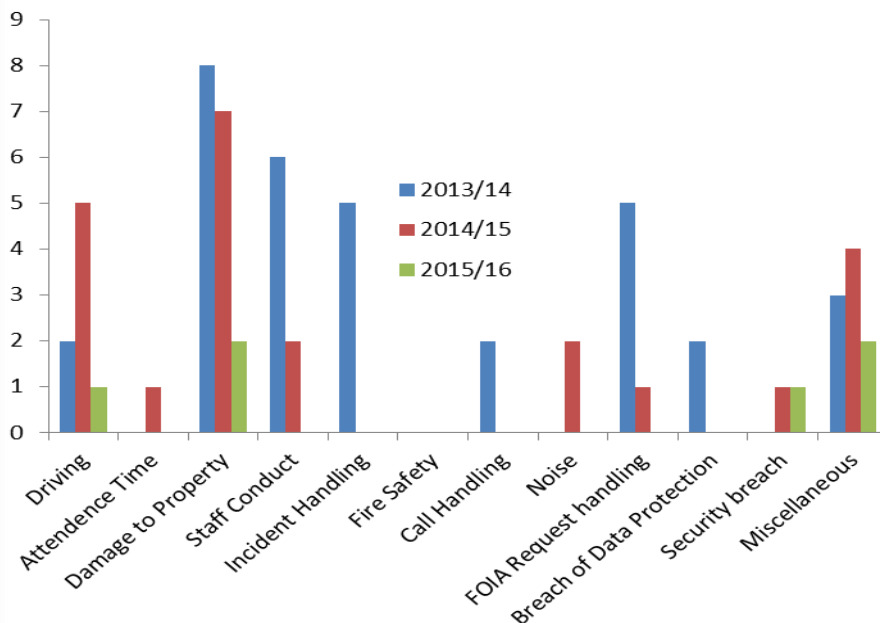
1. Purpose

This purpose of this report is to consider how data for 2015/16 compares to the two previous years 2013/14 and 2014/15, advise of any corrective action taken to reduce or remove the problem that led to a complaint being made and to identify opportunities to improve public perception of the services the Authority provides. It also serves to note public satisfaction and record compliments received and, if any of these represent a new good practice, to identify measures taken to ensure that this becomes standard practice

2. 2015/2016 Complaints

Six complaints were received in 2015/16 compared to twenty-three in 2014/15. Three complaints were upheld one of which was about information security where details of a customer credit card were included with the payment receipt. This was attributed to a new employee who has since received additional training. Both of the other two upheld complaints were to do with property damage. One occurred when a pump was trying to gain access to a field through a narrow gateway, and damaged a concrete edging and the other was caused by a child riding a skateboard over a newly painted fire hydrant cover and getting paint on the wheels of the skateboard. In both instances there was no corrective action as both types of incidents had previously been risk assessed and found to be low risk and no effective corrective action was identified.

Figure 1: Complaints by type



3. After the incident - Customer satisfaction report 2015/16

For the period 2015/16 the Authority continued to subscribe to the annual confidential survey which measures the satisfaction of members of the public who have experienced an incident in the home or in a non-domestic dwelling. These surveys are a good indication of how well the community is served when something has gone wrong and, as fewer compliments and complaints are received from other sources, the relatively large number of returns - 307 for incidents in the home (3111 all incidents in the home) and 231 for non-domestic incidents (4750 all non-domestic incidents), provide additional assurance that the public are satisfied with the services they receive.

The questionnaires are returned to Opinion Research Services (ORS) who analyse the returns and publish the results annually. Participating FRA's are measured against 24 indicators in three groups.

In terms of overall satisfaction with performance at incidents in the home, the Authority scored 97 out of a 100 and for non-domestic incidents, 96 out of a 100.

3.1 Dissatisfaction – Incidents in the home

The bulleted list below is an extract of comments, perceived to be negative, submitted by some of the people completing the survey of incidents in the home. Neutral comments, for example "A pan on the cooker caught fire. My fault, I neglected it" have not been included.

- If we had known how far the appliance travelled, we would have had a more accurate expectation.
- It appeared that the fire engine missed the turning and had to go around the roundabout to come back up to us.
- It took over twenty five minutes for them to arrive.
- It took over 15 minutes to arrive and strong wind fanning the flames.
- They were slower due to parked traffic on the hill and entrance to pond close.
- We would have appreciated being told an e.t.a. by the telephone operator. It felt as if I was waiting for hours!

3.2 Dissatisfaction – Non-domestic incidents

The two negative comments below were submitted with the survey of non-domestic incidents.

- For a school, it seemed to take a long time.
- It was almost thirty minutes before a rescue truck arrived.

3.3 Satisfaction – Incidents in the home

- All very efficient. Date of fire: 17/03/16, approx. 7:45pm.
- Automatic alarm call out from co2 sensor (wiring malfunction).
- Brilliant, very efficient.
- Didn't expect the FRS to come at all.
- Didn't make the call, but they arrived very quickly from the onset of the fire.
- Extremely satisfied with the service received. Kind gentlemen.
- Most helpful and pleasant.
- The fire service was excellent.
- They were wonderful, they made me feel safe immediately, excellent.

- We asked for advice, and the fire brigade has decided to come one hour later to give advice, personally.
- When they arrived they were polite and understanding.
- Came back and were very kind and helpful as always.

3.4 Satisfaction – Non-domestic incidents

- Normal response time is around three to five minutes, estimate this response was around seven to ten minutes, no adverse consequence of the difference in time compared to past experience.
- Very quick response – was excellent.

4. 2015/ 2016 Compliments

Whilst written compliments continue to decline - with only eighteen letters of thanks received in 2015/16 the high level of satisfaction 97/100 for incidents in the home and 96/100 for non-domestic incidents is reassuring and, where the person completing the survey included comments, these were mostly positive.

The letters of thanks came from a variety of sources including those from school children who enjoyed a visit to their local fire station, vulnerable groups who received a visit from a fire crew to give them fire safety advice, people who were rescued from fires in their home, a charity supported by a station car wash fundraiser and attendance by a large group of firefighters at a funeral of a firefighter who had retired fifteen years before.