

COMPLIMENTS & COMPLAINTS ANNUAL REPORT 2018/19

Buckinghamshire County Council

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Overview

Buckinghamshire County Council welcomes feedback: compliments, comments and complaints from customers. Feedback will be recorded and acted upon in accordance with our complaints procedures. This will in turn ensure that the Council can demonstrate that it listens to the experiences of its customers, positive or negative, to bring about improvements in services.

This report covers all complaints received and recorded for the period 1 April 2018 to 31 March 2019.

Statutory Framework

The Council has a statutory duty to investigate Adult and Children's Social Care complaints under The Children Act 1989 Representations Procedure (England) Regulations 2006 and Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

There is also a requirement on us by the Local Government and Social Care Ombudsman to operate a corporate complaints procedure to cover other areas of council services such as school admissions, special educational needs, libraries and highways.

What is a complaint?

Any expression of dissatisfaction about a council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response.¹

There is a close link between service requests and complaints. As a Council we record first time contacts as service requests, rather than complaints, and services are encouraged to adopt local resolution to work with the customer to resolve the issue. Where this hasn't happened, then invariably the customer will come back to us to make a complaint.

The Compliments & Complaints Team receives a lot of correspondence from customers who are generally unhappy but are not necessarily making a complaint. These could be someone chasing the progress of a claim, reporting a defect on the roads or simply trying to complain about a service we are not responsible for, like a bin collection. During 2017/18, the Compliments & Complaints Team received nearly 1,100 other 'general enquiries'. These were not classified as complaints and were redirected to the most appropriate place to deal with the issue.

Purpose of the Complaints Procedure

The purpose of any complaints procedures is to ensure that:

¹ From the Local Government & Social Care Ombudsman's *Guidance on running a complaints system*

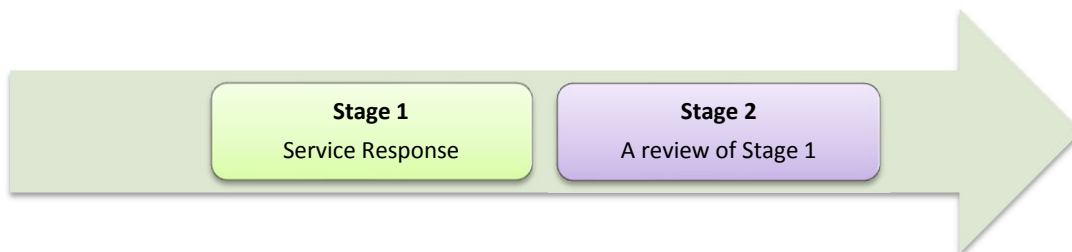
- The views and experiences of people who use services are heard to ensure the organisation remains focused on the customer.
- The organisation learns from complaints and seeks improvements to service provision and working practices.
- There is a simple and effective way of raising a complaint.
- Complaints are dealt with fairly and consistently.
- The complainant receives a comprehensive response within the agreed timescales.
- It encourages an open and transparent environment that people trust and engage with.

Complaints procedures

The County Council has three processes. The process followed for an individual complaint is largely dependent on the subject of that complaint. As a general rule, complaints specifically regarding child and adult social care issues will be referred to the statutory procedures respectively, whereas other service issues, process/procedural issues and decision making issues will be more appropriate for the corporate procedure.

Corporate Complaints Procedure

A two stage process:

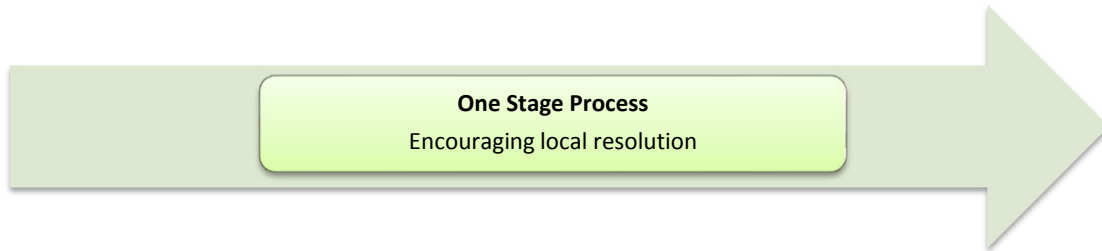


- **Stage 1** – the staff delivering the service aim to respond to the complaint within 20 calendar days. If it is going to take longer, the complainant is kept informed.
- **Stage 2** – A review of the Stage 1 response carried out on behalf of the Monitoring Officer, with an aim of completing within 20 calendar days. If it is going to take longer, the complainant is kept informed.

The Local Government and Social Care Ombudsman is the final route of redress for the complainant.

Adults Statutory Social Care Complaints - Listening, Responding, Improving

A one stage process:

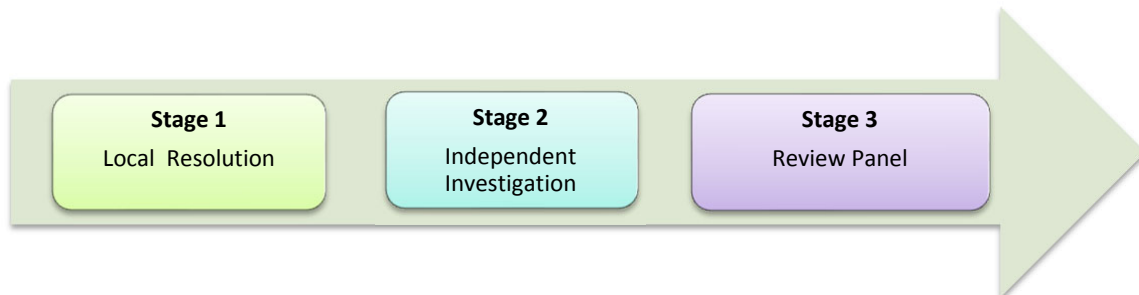


- A one stage process that encourages local resolution to resolve issues. The pre-complaint stage is called the Concern Stage. The complaints process usually begins once the Concern Stage has been exhausted. Whilst the statutory timescale allows up to six months to issue a final response to the complaint, the Council has set a local standard of 28 calendar days during which time the majority of complaints are expected to be resolved.

The Local Government and Social Care Ombudsman is the final route of redress for the complainant.

Children's Statutory Social Complaints Procedure – Hearing the Customer's View

A three stage process:



- **Stage 1 Local Resolution** - the staff delivering the service are given the opportunity to address the complaint, providing a full response within 10 working days (this can be extended to 20 days in exceptional circumstances such as complex complaints).
- **Stage 2 Independent Investigation** - an Independent Officer (IO) and an Independent Person (IP) will investigate the complaint and the IO will prepare a report for the Service Director, who will send a formal response to the complainant based upon that independent report. The investigation should be completed within 25 working days of receipt of the signed complaints statement

(this can be extended to a maximum of 65 working days in certain circumstances such as complex complaints).

- **Stage 3 Review Panel** - comprising an independent chair and two other independent people who consider the adequacy of the Stage 2 complaint investigation. The Panel should meet within 30 working days of the request being made, its recommendations should be recorded within 5 working days of the meeting and the Executive Director must respond to complainants within 15 working days of the date when the Review Panel made their recommendations.

The Local Government and Social Care Ombudsman is the final route of redress for the complainant.

Use of advocates for Children Act complaints

In accordance with national guidance, Buckinghamshire County Council has made arrangements for the provision of advocacy services for children and young people who wish to make representations under the relevant sections of the Children Act 1989. During the reporting period, the County Council had a contract with the National Youth Advocacy Service (NYAS) for the provision of advocacy services for children in care.

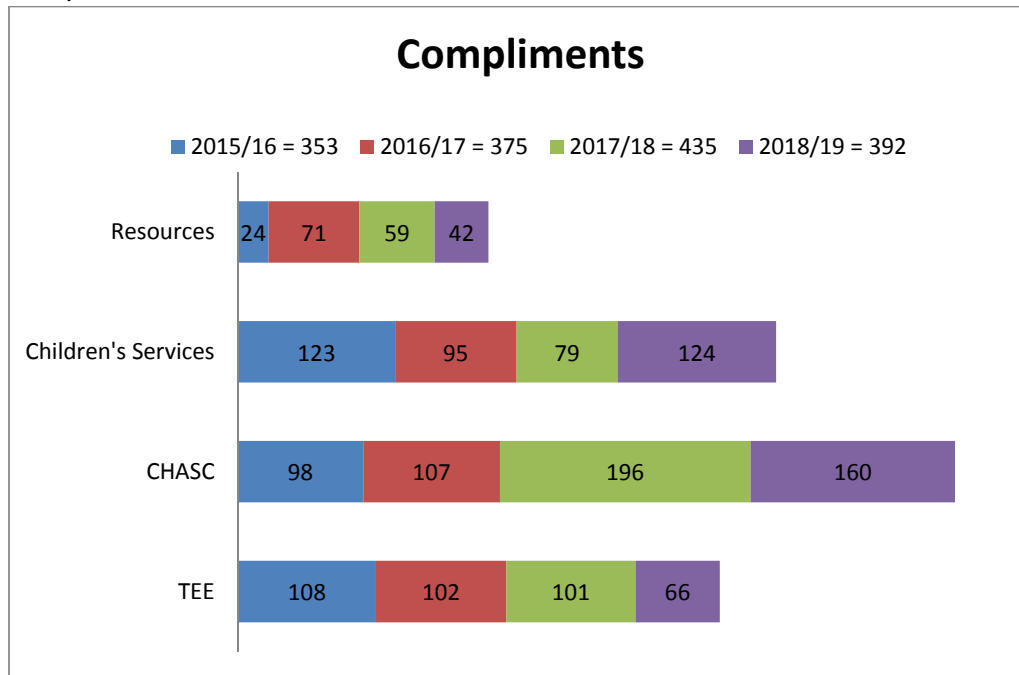
The advocacy service must ensure that independent advocates provide appropriate help to children and young people, taking into account their age, means of communication, language, sex, race, religion, sexual orientation, health or disability.

The advocates provided by NYAS are volunteers who have received the appropriate training in working with children and young people. They are from a variety of backgrounds and care is taken in achieving a good match between advocate and child to take into account the needs of the child.

Executive Summary of Compliments and Complaints 2018/19

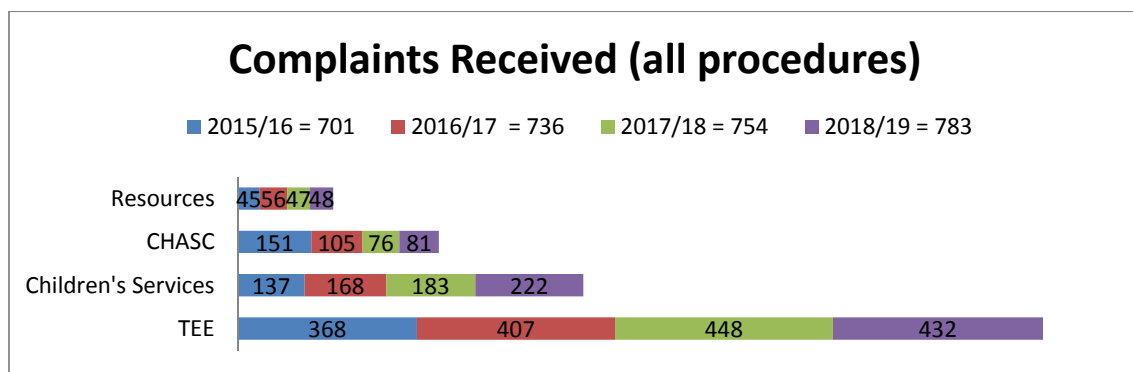
Compliments

The number of compliments recorded this year has reduced slightly from last year. This reduction is across all areas of the council with the exception of Children's Services where there has been a significant increase in the number of SEN compliments.



Complaints

Between 1 April 2018 and 31 March 2019, the Council received a total of 783 (2017/18 = 760) complaints across all three complaints procedures.



The following breakdown for the reporting year provides data for 2017/18 as a comparison (in brackets).

- 568 (554) complaints were received at Stage 1 of the corporate procedure and 64 (69) were received at Stage 2 of that procedure.
- Within the statutory children services procedure, there were 76 (67) dealt with at Stage 1, with 14 (8) being escalated to Stage 2.
- 61 (55) complaints were dealt with under the adult social care statutory complaints procedure.

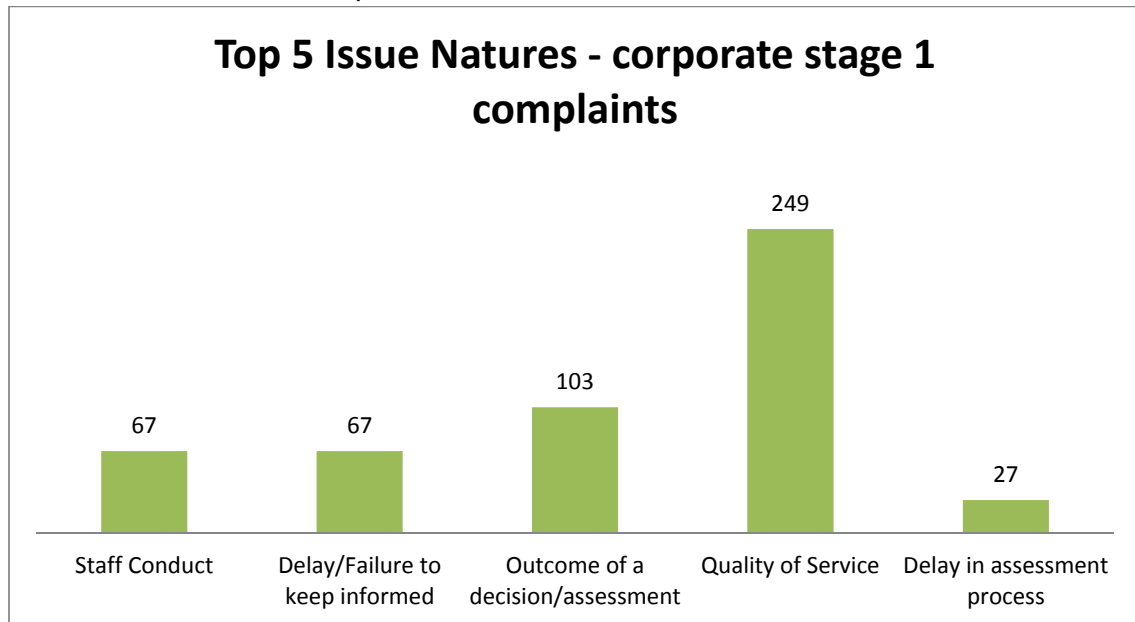
Response times - Corporate Complaints stage 1

The externally stated target for responding to Stage 1 corporate complaints is 20 working days. However, we aim to provide a response within 10 working days. The graph below shows a comparison of the average response times between the first and second halves of the year and as well as comparing with the previous year.

Average Half Year Response Times – Corporate Complaints		
	2018/19	2017/18
April - September	21	38
October - March	22	26

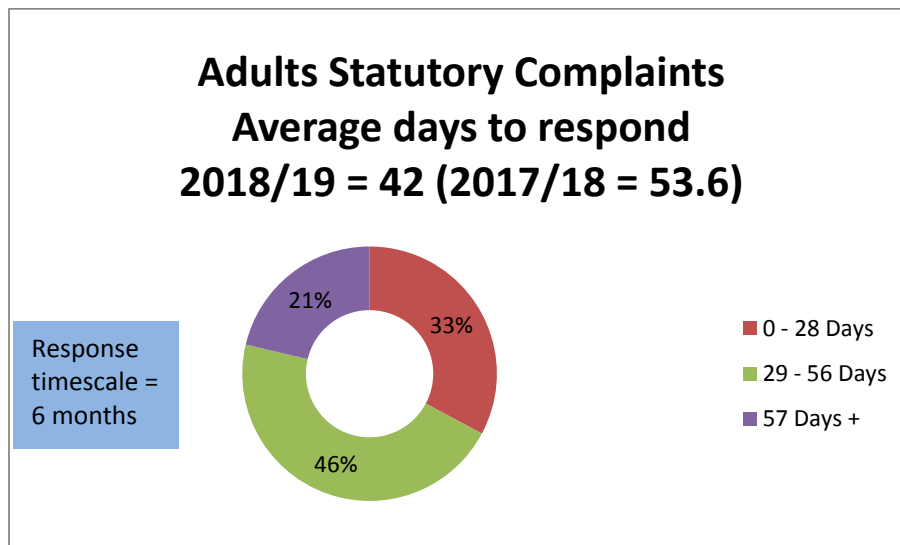
Issue natures of complaints – Corporate Complaints Stage 1

The graph below shows the top 5 reasons for corporate stage 1 complaints. Included in this amount are 67 complaints that had more than one issue nature.

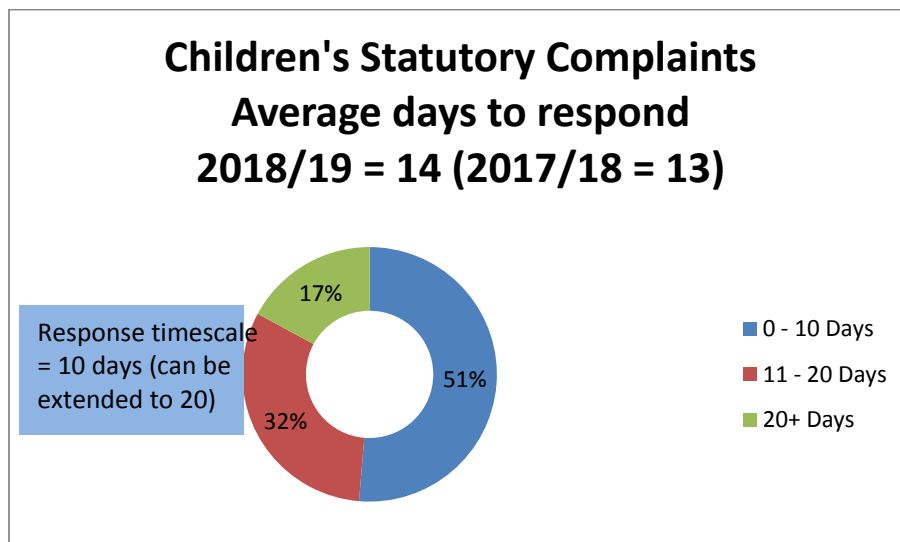


Response times - Statutory Complaints

As explained above, the two statutory complaints procedures are completely different, although they are based on the same basic principles. The adult process was changed in 2009 and is centred on the idea of local resolution. The timeframe for resolution is six months to allow a reasonable amount of time to work together with the customer.



The children's statutory process has three stages and although local resolution is encouraged, each stage has its own timeframes. For these reasons, it is not appropriate to compare time taken between the adults and children's statutory processes.

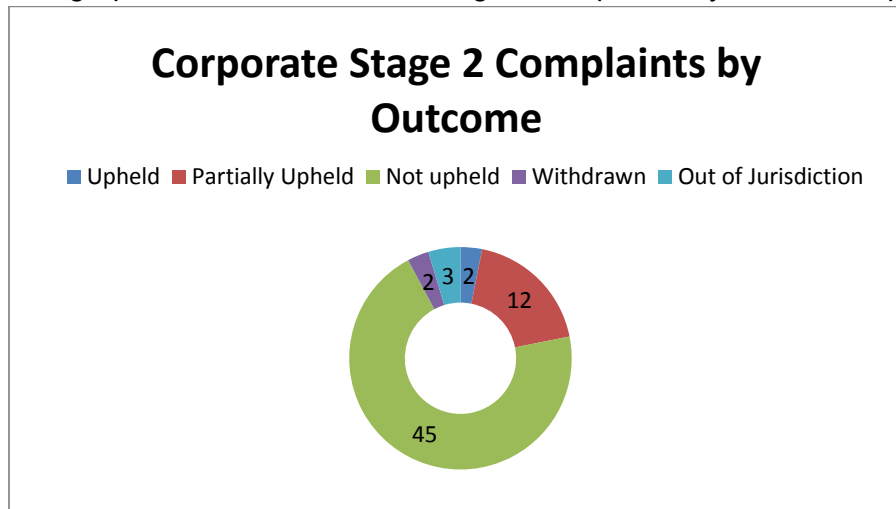


Stage 2 Corporate Complaints – Escalations

The following breakdown for the reporting year provides data for 2016/17 as a comparison (in brackets).

- 568 (554) Complaints were recorded at Stage 1
 - 11.3% (12.2%) of this number were escalated to Stage 2
- 64 (69) Complaints were recorded at Stage 2 (the final stage):
 - 4 (8) of these Stage 2 complaints went directly to the final stage as per the correct procedure for complaints relating to requests for information made under the Data Protection Act, Freedom of Information Act and Environmental Information Regulations
 - 2 (4) of these Stage 2 complaints were escalated directly to the final stage due to their seriousness or previous correspondence indicating this to be appropriate
 - 58 (57) of these Stage 2 complaints were escalated directly from Stage 1

The graph below shows the 64 Stage 2 complaints by outcome in percentage terms



As outlined above, of the 64 Stage 2 (final stage) complaints, 58 were escalated from the previous stage of the process. Therefore, these complaints had a previous decision (normally 'Not Upheld') which was reviewed. The analysis of those decisions (see table below) shows that 74% (62%) of reviewed decisions remained 'Not Upheld', whereas 25% (35%) of reviewed decisions were upheld (either in whole or in part).

The following breakdown for the reporting year provides data for 2017/18 as a comparison

Reviewed complaint decision	2018/19	2017/18	% 2018/19	% 2017/18
Not Upheld	41	42	70.6	73.7
Partially Upheld	10	12	17.2	21
Upheld	2	2	3.5	3.5
Withdrawn	2	0	3.5	0
Outside Jurisdiction	3	1	5.2	1.8
Total	58	57	100%	100%

Benchmarking

Benchmarking information is not readily available because individual authorities determine how they report on complaints; however, the table below provides some comparative information to put the County Council's performance into some context. Please note that the data needs to be treated with some caution due to different definitions of complaints. This information is for the year 2018/19.

Authority	Corporate (Stage 1)	Adult Social Care (Statutory)	Children's Social Care (Statutory)	Total	Total rate per 10,000 population
Buckinghamshire Population: 548,586	568	61	76	705	13
Oxfordshire Population: 687,524	380	165	135	680	10
Northamptonshire Population 747,622	359	348	303	1010	13
Norfolk Population: 903,680	1655	474	107	2236	25

Local Government & Social Care Ombudsman

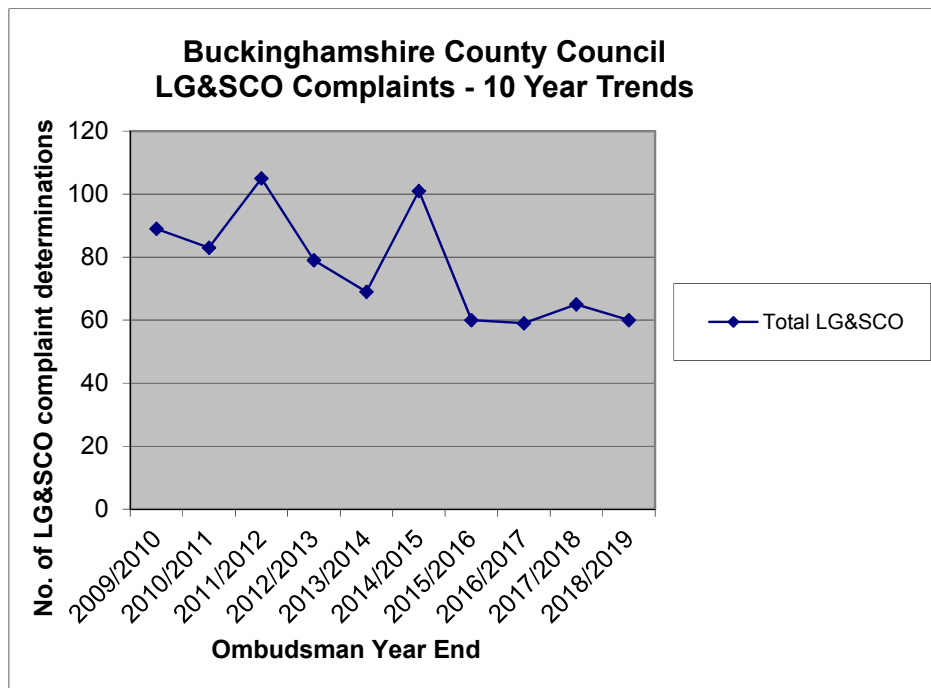
Each local authority is sent an Annual Review Letter from the Local Government & Social Care Ombudsman (LG&SCO). A copy of the letter is included as an appendix to this report. A total of 65 complaints about the Council were determined by the LG&SCO for 2017/18:

LGO Category	Number of LG&SCO Complaints 2018/19	Number of LG&SCO Complaints 2017/18
• Education & Children's Services	23	27
• Adult Care Services	17	16
• Environmental Services & Public Protection & Regulation	1	3
• Highways & Transport	15	18
• No category allocated	0	0
• Corporate and Other Services	4	1
• Planning & Development	0	0
• Total number of LG&SCO complaints	60	65

The following table shows the LG&SCO's classification decisions:

2018/19 Decision Classification	No. of Complaints 2018/19 (2017/18 in brackets)		Comments
Upheld	9	(9)	Fault found by LGO.(NB The fault may have already been previously satisfactorily remedied by the Council.)
Not Upheld	5	(9)	No fault found by LGO.
Advice given	1	(0)	No record of these complaints – we assume advice given to complainant by the LGO without reference to the Council.
Closed after initial enquiries	22	(20)	Initial information supplied by the complainant and/or the Council results in the LGO deciding not to investigate these complaints (for a variety of reasons, such as that the matter falls outside of the LGO's statutory jurisdiction, or there was insufficient maladministration and/or injustice found).
Incomplete/Invalid	3	(6)	No record of these complaints as not communicated to the Council – we can only assume that all these complaints were not progressed with LGO.
Referred back for local resolution	20	(21)	The Council is not aware of all of these cases, however we can assume that some were where the LGO told the complainant to contact the Council, but the complainant chose not to pursue the matter. In other cases, the LGO asked us to put the complaint through the relevant complaint procedure.
Total	60	(65)	

The number of LG&SCO complaints has remained at a similar level since 2015/16. The figure for 2018/19 (60) is a decrease on that for 2016/17 (65), however, it is too early to say whether this is an ongoing trend.



Benchmarking – LG&SCO

The table below provides some comparative information to put the County Council's performance into context. This has been taken from the LG&SCO website and the definitions for the outcomes are detailed in the table above. This information is for the year 2017/18.

Authority	Closed after initial enquiries	Not upheld	Upheld	% Upheld	Total LG&SCO Decisions
Buckinghamshire	22	5	9	64	60
Oxfordshire	17	9	9	50	57
Northamptonshire	25	9	18	67	96
Norfolk	29	20	41	67	150

Annual Review of the Feedback and Complaints Procedure

The Deputy Monitoring Officer, on behalf of the Monitoring Officer, has reviewed the Feedback and Complaints procedure and is satisfied that the two stage process

(introduced in February 2016) is working efficiently and effectively for both complainants and the Council. The procedure for corporate complaints was reviewed and updated (minor changes). This was then agreed at the Regulatory & Audit Committee on 4 April 2019.

Vexatious and Persistent Complainants Policy

The policy for dealing with vexatious and persistent complainants was launched in October 2016. The policy is available on the Council's website and was reviewed in 2018 and re-written with minor changes. It was then agreed on 12 September 2018 at the Regulatory and Audit Committee.

For 2018/19, there were two complainants added to the register of vexatious and persistent complainants. At the three month review, both were extended and are still in place. One of the complainants was on the register in the previous year.

It is felt that the existing policy remains fit for purpose and that no changes are required at this point. This policy will be reviewed as part of the work being done by the compliments, comments & complaints unitary work stream to ensure we have one policy in place for the new Buckinghamshire Council to use.

MP Enquiries

MP Enquiries are managed centrally within the Compliments & Complaints Team. For 2018/19 200 MP Enquiries were managed through the process with an average response time of 12 days. For 2019/20 we have received 269 such enquiries at the time of writing the report. The recent issues with Client Transport have contributed to this but there have been increases in other areas including SEND and Transport for Buckinghamshire.

Complaints Team Capacity

FY2019/20 has seen a significant increase in the number of stage 1 complaints received by the council. At the point of writing 583 complaints had been received in comparison to 284 for the same period in 2018/19. As described in the paragraph about MP Enquiries the increases are in areas such as Client Transport, SEND and Transport for Buckinghamshire.

In addition to the significant increase in the number of contacts into the Compliments & Complaints Team, there has been a higher than usual level of turnover in the team since the beginning of the 2019/20 financial year, which has hampered further development work on both the processes and the Respond system.

In particular this has affected work on learning from complaints: although we have the ability in Respond to record and manage learning outcomes, we have been unable to develop this as far as we would like. However, we are aware that within services there is work going on to improve and learn from complaints (whether it is individually on specific issues or across the board process amendments). This area will be picked up and managed over the next year and incorporated in the unitary work we are doing with our district council colleagues.

We have also recently filled two vacant positions and are recruiting against two more to remedy the capacity issues and facilitate further improvement work in conjunction with the services.

Compliments, Comments & Complaints – Unitary Preparation

The Complaints Manager is currently working on arrangements for compliments, comments and complaints handling for vesting day, in collaboration with district colleagues. This includes the development of a two-stage complaints policy for the new council, to ensure a consistent customer experience and robust approach to managing complaints.

Local Government &
Social Care
OMBUDSMAN

24 July 2019

By email

Rachael Shimmin
Chief Executive
Buckinghamshire County Council

Dear Ms Shimmin

Annual Review letter 2019

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman about your authority for the year ending 31 March 2019. The enclosed tables present the number of complaints and enquiries received about your authority, the decisions we made, and your authority's compliance with recommendations during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

As ever, I would stress that the number of complaints, taken alone, is not necessarily a reliable indicator of an authority's performance. The volume of complaints should be considered alongside the uphold rate (how often we found fault when we investigated a complaint), and alongside statistics that indicate your authority's willingness to accept fault and put things right when they go wrong. We also provide a figure for the number of cases where your authority provided a satisfactory remedy before the complaint reached us, and new statistics about your authority's compliance with recommendations we have made; both of which offer a more comprehensive and insightful view of your authority's approach to complaint handling.

The new statistics on compliance are the result of a series of changes we have made to how we make and monitor our recommendations to remedy the fault we find. Our recommendations are specific and often include a time-frame for completion, allowing us to follow up with authorities and seek evidence that recommendations have been implemented. These changes mean we can provide these new statistics about your authority's compliance with our recommendations.

I want to emphasise the statistics in this letter reflect the data we hold and may not necessarily align with the data your authority holds. For example, our numbers include

enquiries from people we signpost back to your authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside our annual review of local government complaints. For the first time, this includes data on authorities' compliance with our recommendations. This collated data further aids the scrutiny of local services and we encourage you to share learning from the report, which highlights key cases we have investigated during the year.

New interactive data map

In recent years we have been taking steps to move away from a simplistic focus on complaint volumes and instead focus on the lessons learned and the wider improvements we can achieve through our recommendations to improve services for the many. Our ambition is outlined in our [corporate strategy 2018-21](#) and commits us to publishing the outcomes of our investigations and the occasions our recommendations result in improvements for local services.

The result of this work is the launch of an interactive map of council performance on our website later this month. [Your Council's Performance](#) shows annual performance data for all councils in England, with links to our published decision statements, public interest reports, annual letters and information about service improvements that have been agreed by each council. It also highlights those instances where your authority offered a suitable remedy to resolve a complaint before the matter came to us, and your authority's compliance with the recommendations we have made to remedy complaints.

The intention of this new tool is to place a focus on your authority's compliance with investigations. It is a useful snapshot of the service improvement recommendations your authority has agreed to. It also highlights the wider outcomes of our investigations to the public, advocacy and advice organisations, and others who have a role in holding local councils to account.

I hope you, and colleagues, find the map a useful addition to the data we publish. We are the first UK public sector ombudsman scheme to provide compliance data in such a way and believe the launch of this innovative work will lead to improved scrutiny of councils as well as providing increased recognition to the improvements councils have agreed to make following our interventions.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2018-19 we delivered 71 courses, training more than 900 people, including our first 'open courses' in Effective Complaint Handling for local authorities. Due to their popularity we are running six more open courses for local authorities in 2019-20, in York, Manchester, Coventry and London. To find out more visit www.lgo.org.uk/training.

Finally, I am conscious of the resource pressures that many authorities are working within, and which are often the context for the problems that we investigate. In response to that situation we have published a significant piece of research this year looking at some of the

common issues we are finding as a result of change and budget constraints. Called, [Under Pressure](#), this report provides a contribution to the debate about how local government can navigate the unprecedented changes affecting the sector. I commend this to you, along with our revised guidance on [Good Administrative Practice](#). I hope that together these are a timely reminder of the value of getting the basics right at a time of great change.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M King', with a horizontal line underneath.

Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Buckinghamshire County Council
For the Period Ending: 31/03/2019

For further information on how to interpret our statistics, please visit our [website](#)

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
16	0	4	23	1	14	0	0	0	58

Decisions made

Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Detailed Investigations			Total
				Not Upheld	Upheld	Uphold Rate (%)	
3	1	20	22	5	9	64	60

Note: The uphold rate shows how often we found evidence of fault. It is expressed as a percentage of the total number of detailed investigations we completed.

Satisfactory remedy provided by authority

Upheld cases where the authority had provided a satisfactory remedy before the complaint reached the Ombudsman	% of upheld cases
0	0

Note: These are the cases in which we decided that, while the authority did get things wrong, it offered a satisfactory way to resolve it before the complaint came to us.

Compliance with Ombudsman recommendations

Complaints where compliance with the recommended remedy was recorded during the year*	Complaints where the authority complied with our recommendations on-time	Complaints where the authority complied with our recommendations late	Complaints where the authority has not complied with our recommendations	
8	8	0	0	Number
	100%		-	Compliance rate**
<p>Notes: * This is the number of complaints where we have recorded a response (or failure to respond) to our recommendation for a remedy during the reporting year. This includes complaints that may have been decided in the preceding year but where the data for compliance falls within the current reporting year. ** The compliance rate is based on the number of complaints where the authority has provided evidence of their compliance with our recommendations to remedy a fault. This includes instances where an authority has accepted and implemented our recommendation but provided late evidence of that.</p>				

Communities, Health & Social Care (CHASC)

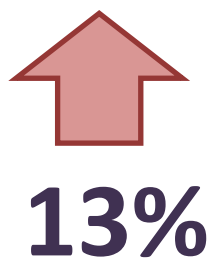
Annual Customer Feedback 1/2

Annual CHASC Summary April 2018 – March 2019

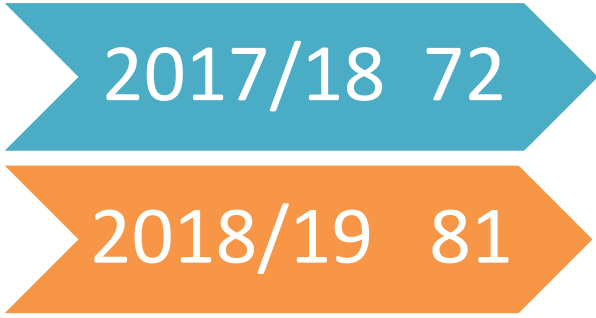
Formal Stage 1 Complaints Received



*This represents a
increase of*



Stage 1 complaints comparison for 2017/18



Compliments Received



*This represents a
decrease of*



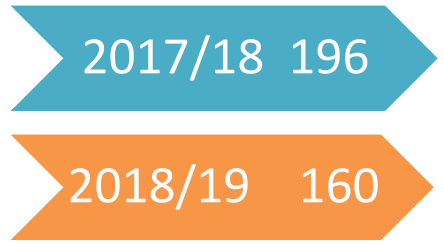
Number of concerns received and dealt with within 48 hours



For statutory complaints the pre complaint stage is called the Concern Stage and it is a process that encourages local resolution to resolve issues.

Of the 61 Statutory Complaints, 23 were escalated from concerns.

Compliments comparison for 2017/18



An increase from 2017/18 = 72

Communities, Health & Social Care (CHASC)

Annual Customer Feedback 2/2

Annual CHASC Summary April 2018 – March 2019

Complaints where the Council is at fault (upheld) or partially at fault

Complaints where the Council is not at fault

Corporate CHASC Average complaint response time

Statutory Average complaint response time

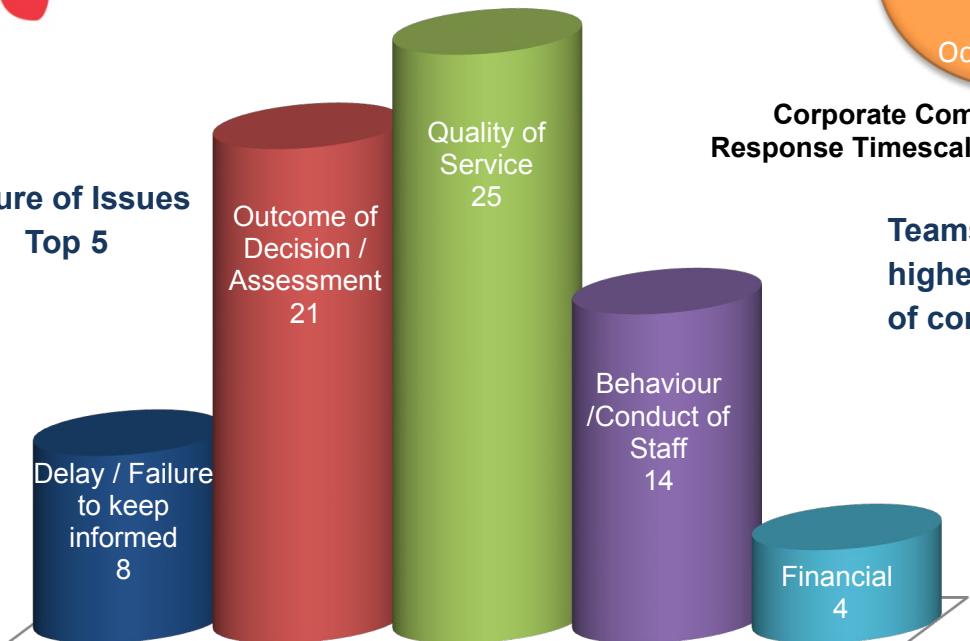


14% withdrawn or out of jurisdiction



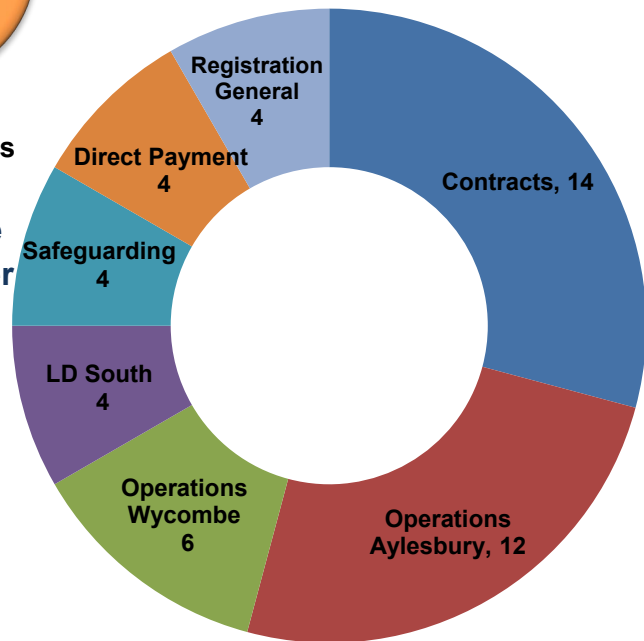
Adults Statutory Complaints Response Timescale = 6 Months

Nature of Issues Top 5



Corporate Complaints Response Timescale = 28 days

Teams with the highest number of complaints



Children's Services

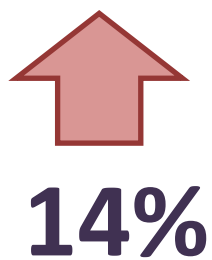
Annual Customer Feedback 1/2

Appendix 1 – Annual (April 2018 – March 2019)

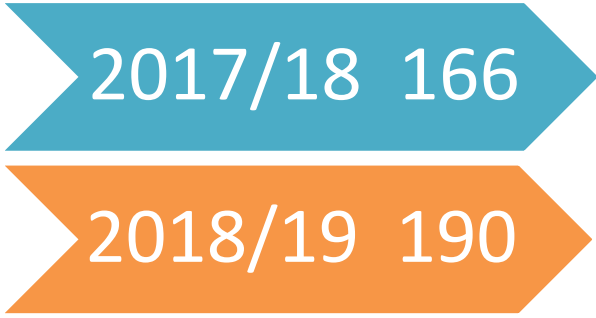
Formal Stage 1 Complaints Received



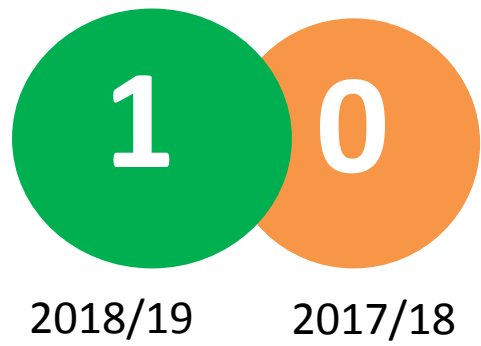
This represents an increase of



Stage 1 complaints comparison for 2016/17



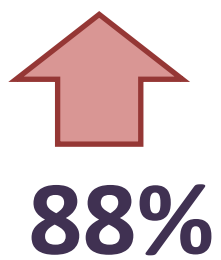
Stage 3 Panels



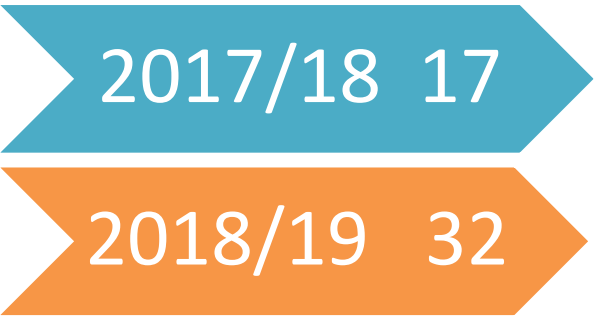
Complaints escalated to Stage 2



This represents an increase of



Stage 2 complaints comparison for 2016/17



6
8

Stage 2 complaints upheld or partially upheld (overturning the outcome at stage 1)

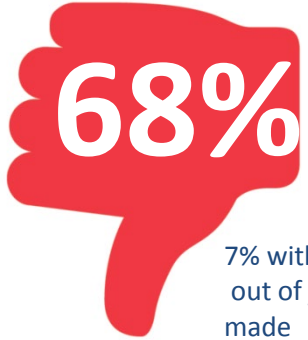
The reasons for complainants expressing dissatisfaction after a stage 1 complaint can vary. Primarily this has been due the complainant suggesting that the Stage 1 response did not adequately address the issues of complaint and/or where they were left feeling as though the complaint had not been taken seriously. However, it is also fair to say that there have been occasions where escalation was inevitable irrespective of the effort put in at Stage 1 due to a break down in trust.

Children's Services

Annual Customer Feedback 2/2

Appendix 1 – Annual Children's Services Summary April 2018 – March 2019

Staged 1 Complaints where the Council is at fault (upheld) or partially at fault



7% withdrawn, out of jurisdiction or no comment made

Stage 1 Complaints where the Council is not at fault



Average complaint response time



Compliments Received

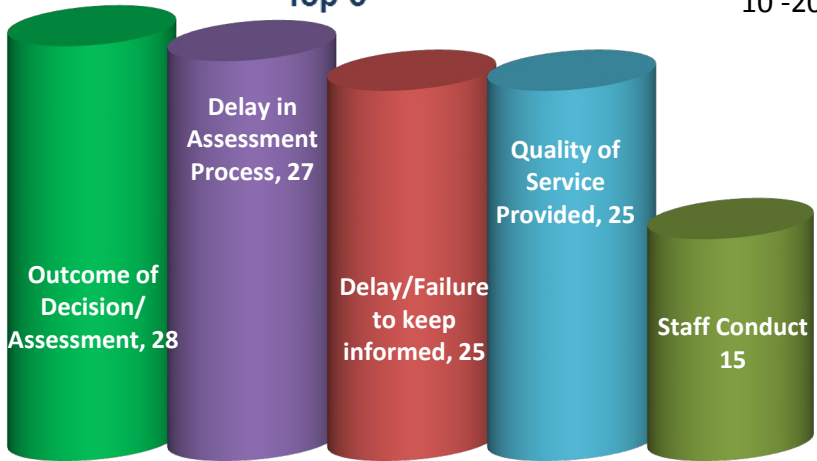


18% ↓

Corporate Timescale 28 days

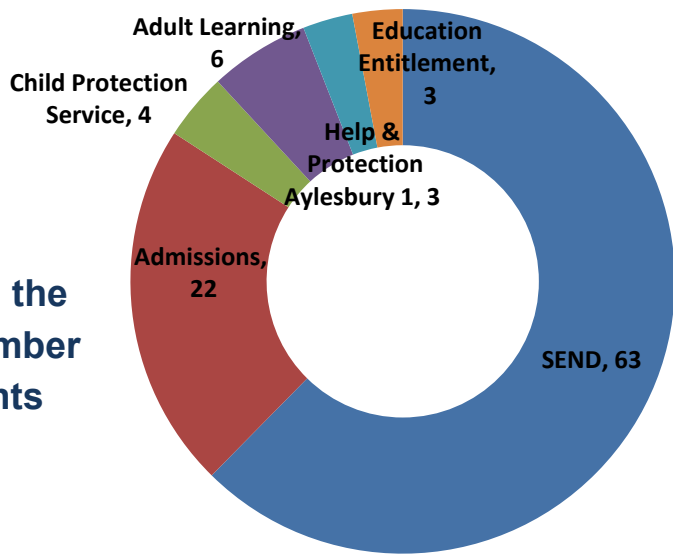
2017/18 - 78

Nature of Issues Top 5



Statutory Timescale 10 -20 days

Teams with the highest number of complaints



Resources

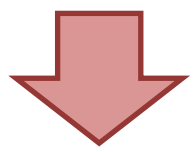
Annual Customer Feedback 1/2

Annual Resources Summary April 2018 – March 2019

**Formal Stage 1
Complaints
Received**

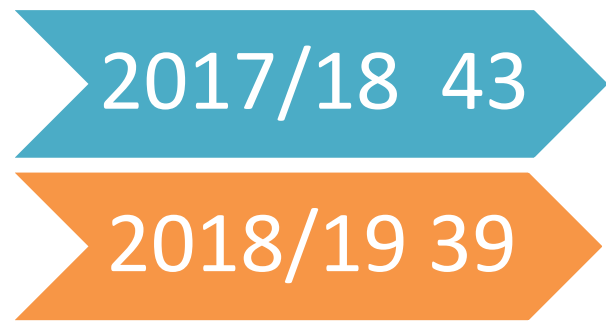


This represents a decrease of



9%

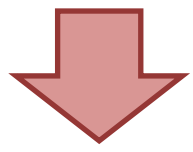
Stage 1 complaints comparison for 2016/17



**Compliments
Received**

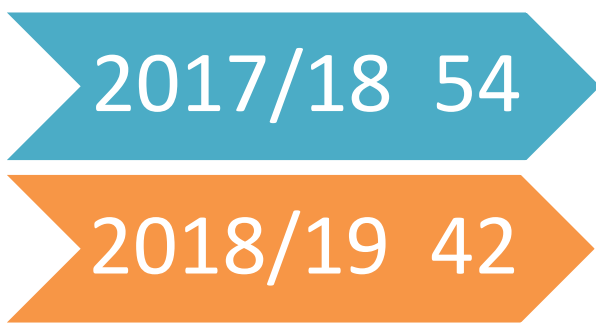


This represents a decrease of



22%

Compliments comparison for 2016/17



Average complaint response time



2018/19



2017/18

Resources

Annual Customer Feedback 2/2

Annual Resources Summary April 2018 – March 2019

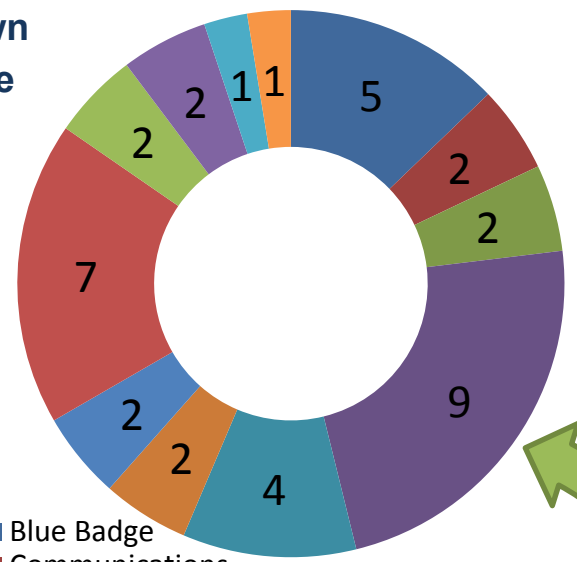
Complaints where the Council is at fault (upheld) or partially at fault

Complaints where the Council is not at fault



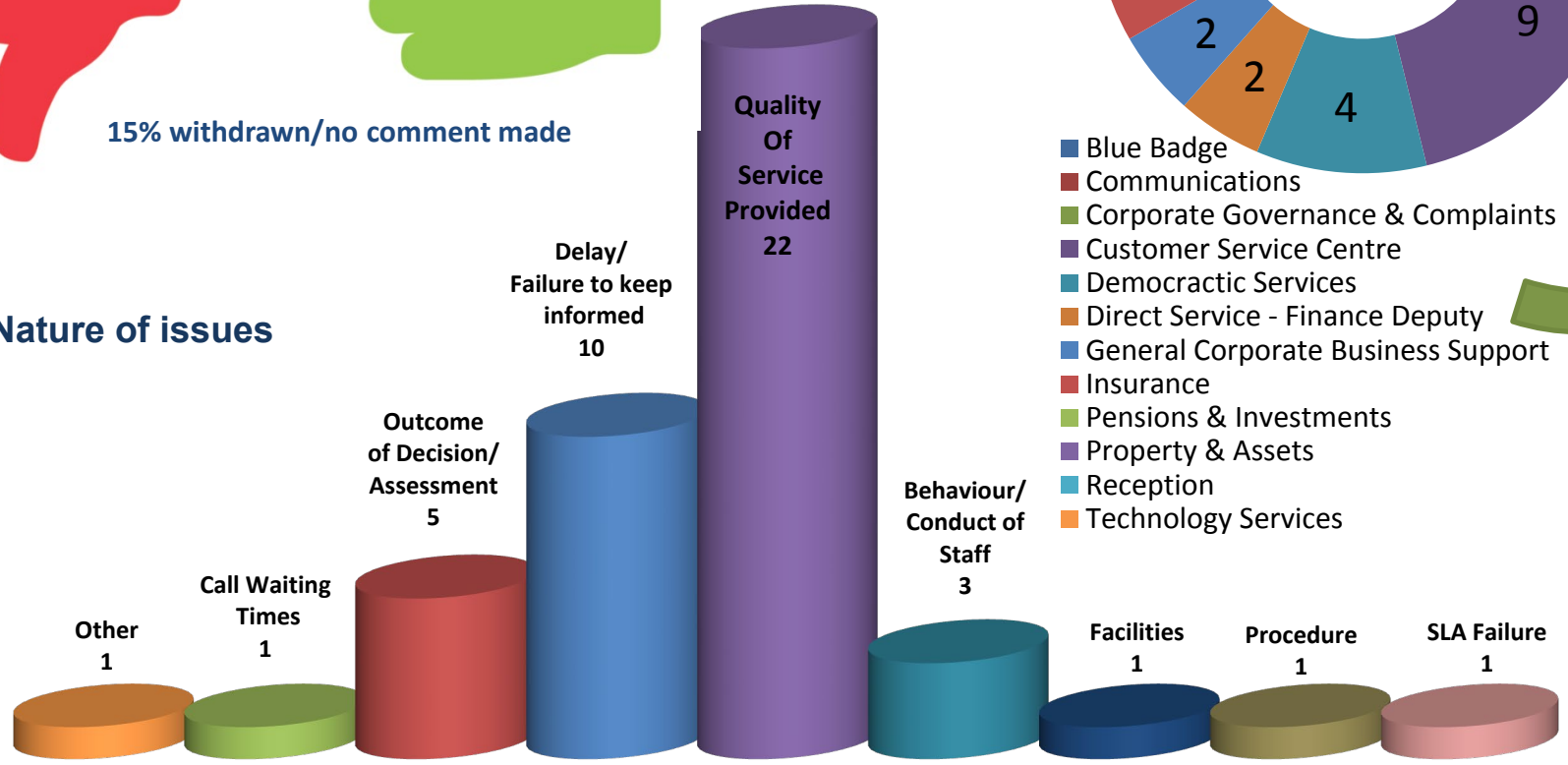
15% withdrawn/no comment made

Breakdown by Service



- Blue Badge
- Communications
- Corporate Governance & Complaints
- Customer Service Centre
- Democractic Services
- Direct Service - Finance Deputy
- General Corporate Business Support
- Insurance
- Pensions & Investments
- Property & Assets
- Reception
- Technology Services

Nature of issues



Transport, Economy & Environment (TEE)

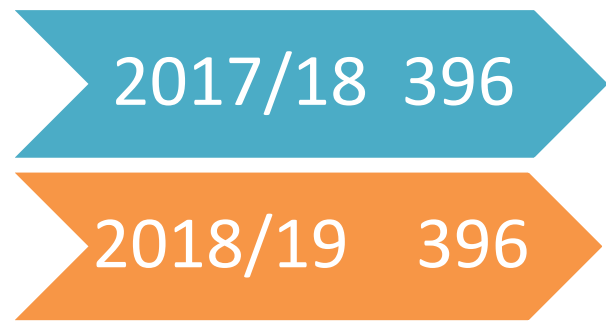
Annual Customer Feedback 1/2

Annual TEE Summary April 2018 – March 2019

**Formal Stage 1
Complaints
Received**



**Stage 1 complaints comparison for
2017/18**



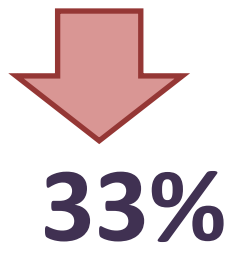
**Average complaint
response time**



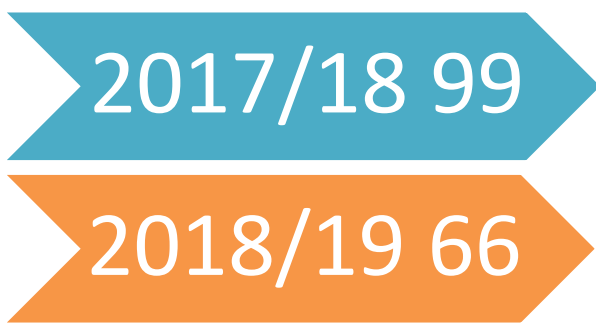
**Compliments
Received**



*This represents
a decrease of*



**Compliments comparison
for 2016/17**



2017/18

Transport, Economy & Environment (TEE)

Annual Customer Feedback 2/2

Annual TEE Summary April 2018 – March 2019

Complaints where the Council is at fault (upheld) or partially at fault

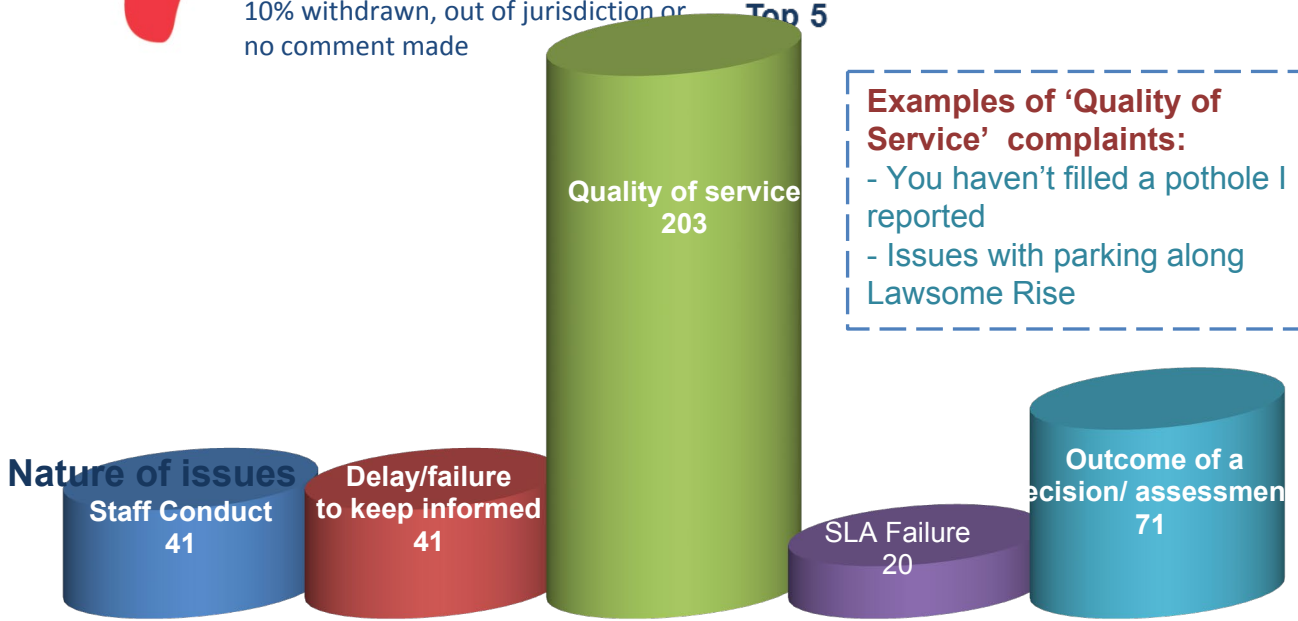


10% withdrawn, out of jurisdiction or no comment made

Complaints where the Council is not at fault



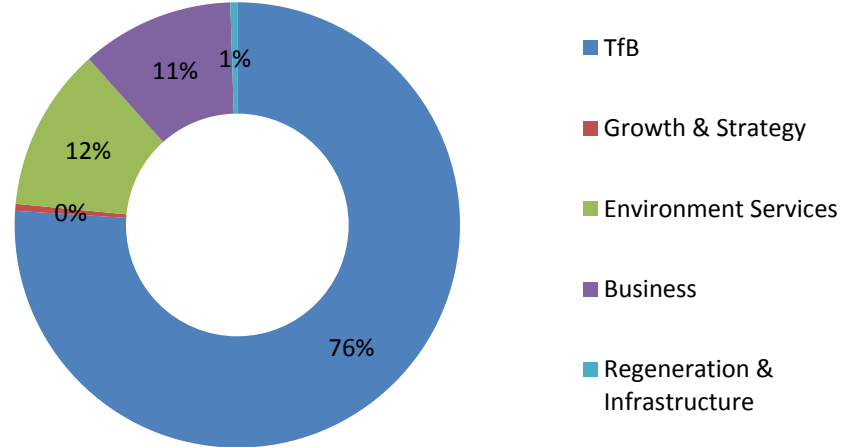
Nature of Issues



Examples of 'Quality of Service' complaints:

- You haven't filled a pothole I reported
- Issues with parking along Lawsome Rise

Teams with the highest number of complaints



Proportion of Complaints for Transport for Buckinghamshire

2015/16	60%
2016/17	46%
2017/18	73%
2018/19	76%

More analysis for TfB is shown on a separate sheet

Transport, Economy & Environment – Transport for Buckinghamshire (TfB) - Annual Customer Feedback 1/2

Annual TfB Summary April 2018 – March 2019

**Formal Stage 1
Complaints
Received**

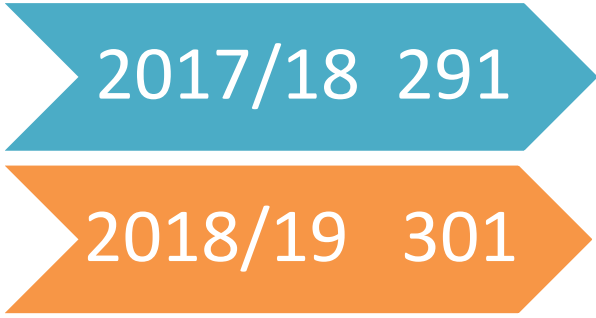


*This represents
an increase of*



3.5%

**Stage 1 complaints comparison with
2017/18**



**Compliments
Received**

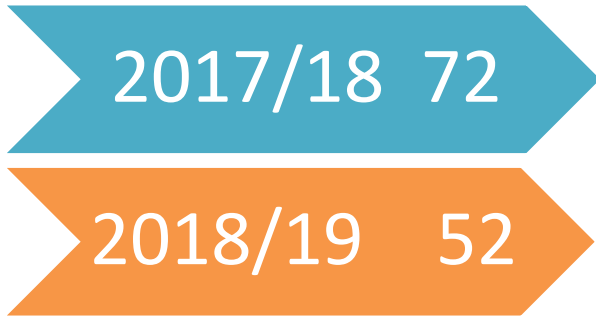


*This represents
a decrease of*



28%

**Compliments comparison
for 2016/17**



**Average complaint
response time**



Total
2017/18



Total 2018/19

Transport, Economy & Environment – Transport for Bucks (TfB) Annual Customer Feedback 2/2

Annual TfB Summary April 2018 – March 2019

Complaints where the Council is at fault (upheld) or partially at fault

Complaints where the Council is not at fault

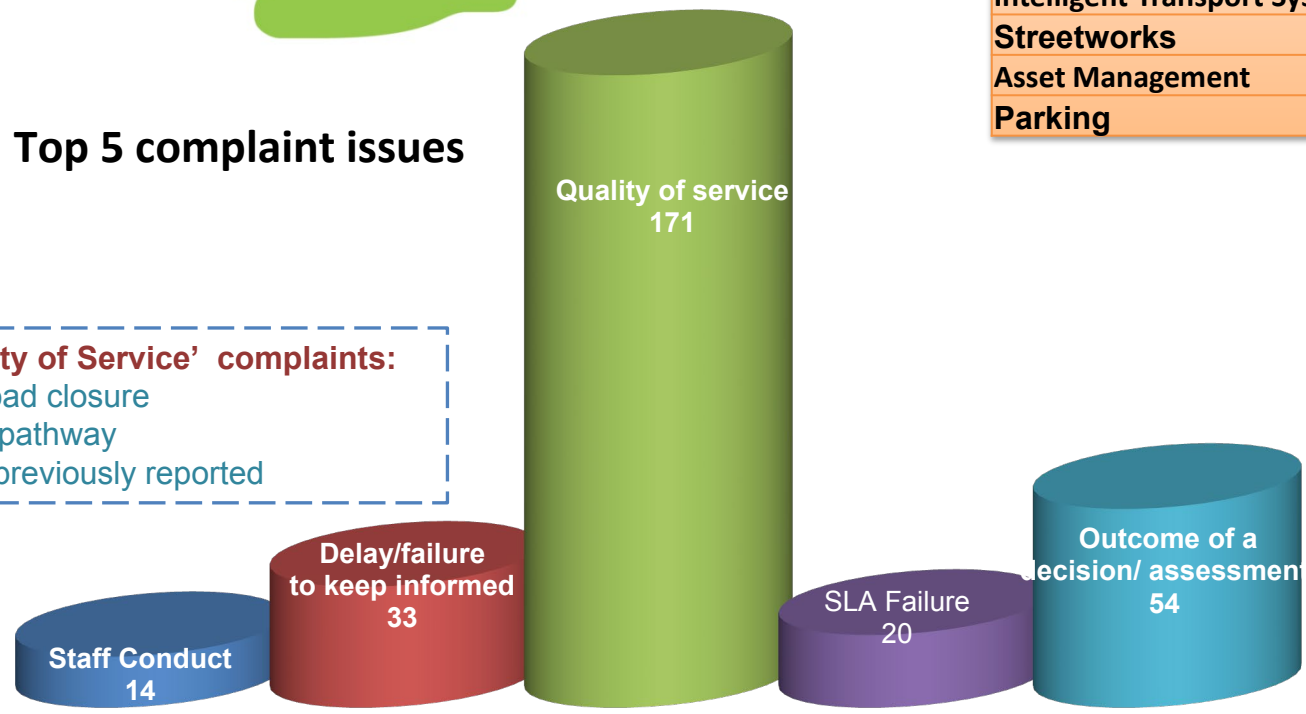


8% withdrawn, out of jurisdiction or no comment made

Complaints by Team

Operations Aylesbury	67
Operations High Wycombe	51
Operations South Bucks	98
Street lighting	39
Network Safety	3
Network Improvement	1
Claims	9
Intelligent Transport Systems	2
Streetworks	3
Asset Management	1
Parking	27

Top 5 complaint issues



Examples of 'Quality of Service' complaints:

- Complaint about road closure
- Poor condition of pathway
- Faulty streetlight previously reported

Appendix 3

Annual Organisational Learning Summary 2018/19

Accountability is a key principle of complaints handling and ensuring that we follow up on complaints and keep our promises to customers is a huge part of this. As part of our improvement plan for complaints, we are encouraging an open culture where all services take responsibility for such learning. Being able to show what we have done to improve as a result of listening to our customers completes the complaint journey – both for customers and for the council. Traditionally, there has been no formal, consistent way of recording learning and action taken from complaints, but we are developing the new Respond system to do this across the complaints spectrum. **Below are a few brief examples:**

Corporate - TEE

Issue/recommendation:

Complaint about a member of staff who was rude to a customer

Action taken: Individual spoken with and reminder given to all customer facing staff

Issue/recommendation:

Complaints about system (Fix My Street) closing a report when the problem hasn't been fixed

Action taken:

Messaging on FMS changed so that message is clearer about why report is closed

Issue/recommendation:

Action taken:

Corporate - Resources

Issue/recommendation:

A complaint about a Customer Service Advisor who could have done more to help the customer

Action taken:

Training was given to the individual and CSA's were reminded of the need to fully resolve queries where possible

Issue/recommendation:

Complaint regarding officer giving incorrect information to customer

Action taken:

Team Manager for Payroll and Pensions to review the case, controls and processes to ensure that it does not happen again.

Issue/recommendation:

Complaint about parking for Blue Badge appointment

Action taken:

Times for assessments moved to later in the day to ensure there is parking available