

REPORT TO THE MEETING OF THE EXECUTIVE 22 JUNE 2011

PORTFOLIO: SERVICE DEVELOPMENT, IMPROVEMENT AND PERFORMANCE MANAGEMENT

REPORT FROM HEAD OF INFORMATION & CUSTOMER SERVICES

SUBJECT: CUSTOMER FEEDBACK AND FREEDOM OF INFORMATION STATISTICS APRIL 2010 - MARCH 2011

1 DECISION BEING RECOMMENDED

- 1.1 To note the customer feedback and freedom of information statistics for April 2010 – March 2011.

2 REASON/S FOR RECOMMENDATION

- 2.1 The Executive has previously received information on the number of comments, compliments and complaints as part of broader reports on the Access to Services Strategy.
- 2.2 The information attached in Appendix A shows the total number of complaints, comments and compliments received by service area and by type of complaint for April 2010 - March 2011. Comparative information is also provided on the figures for 2008/09 and 2009/10.
- 2.3 It is pleasing to note that the Council continues to receive a number of compliments across most service areas and these have increased by 11% compared to the previous year. The number of complaints received has risen slightly by 10% in the same period, but is still below the 2008/09 figure.
- 2.4 Complaints are discussed within the individual departments to ensure that action is taken where necessary and that lessons are learnt and improvements are made as a result.
- 2.5 This report also contains in Appendix B information about the volume of freedom of information enquiries that we are receiving. The number of enquiries has risen markedly from 213 in 2009/10 to 403 in 2010/11 and the level of complexity of some means that they are taking an increasing amount of officer time to process.

3 ALTERNATIVE OPTIONS CONSIDERED

- 3.1 None.

4 RISK IMPLICATIONS

- 4.1 The Council needs to learn from customer feedback in order to make improvements to services wherever possible.

5 EQUALITY AND DIVERSITY IMPLICATIONS

- 5.1 Comments, compliments and complaints are monitored so that we are able to assess any equality implications arising from them.

I confirm that the above recommendation does not depart from Council policy and that appropriate consideration has been given to any budgetary and legal implications.

SMT Lead Officer Signature: _____

Head of Information & Customer Services

Background Papers:

None.

For further information please contact Sarah Fowler (Head of Information and Customer Services) on:-

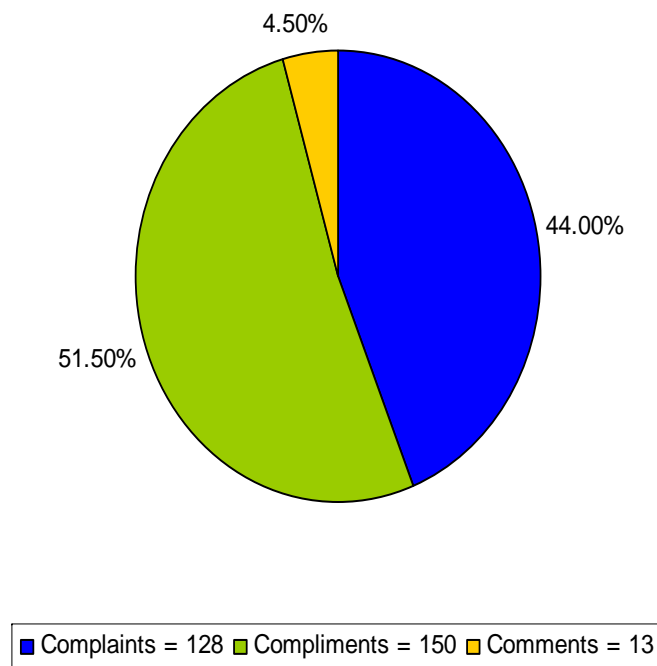
Phone:- 01702 546366

Email:- sarah.fowler@rochford.gov.uk

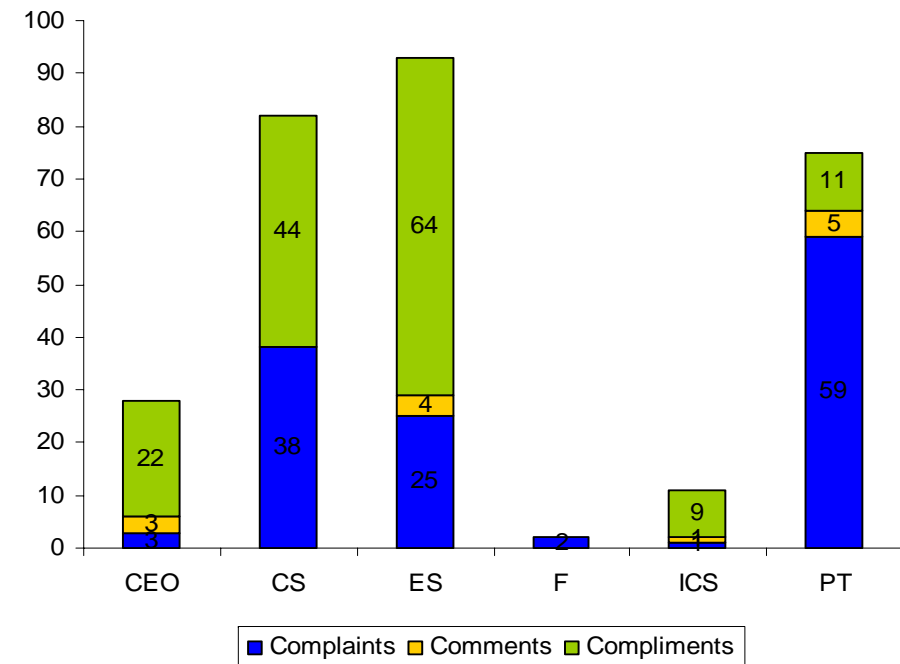
If you would like this report in large print, Braille or another language please contact 01702 318111.

CUSTOMER FEEDBACK REPORT 01.04.2010 to 31.03.2011

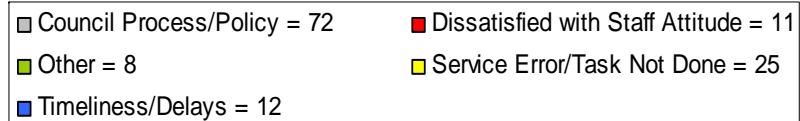
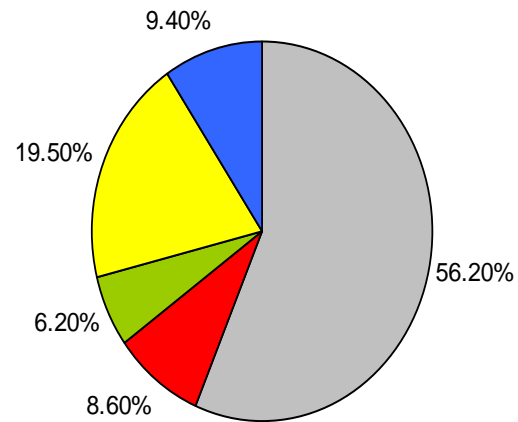
Total Feedback Received Corporately



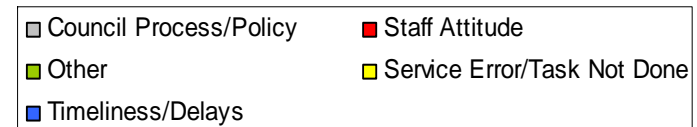
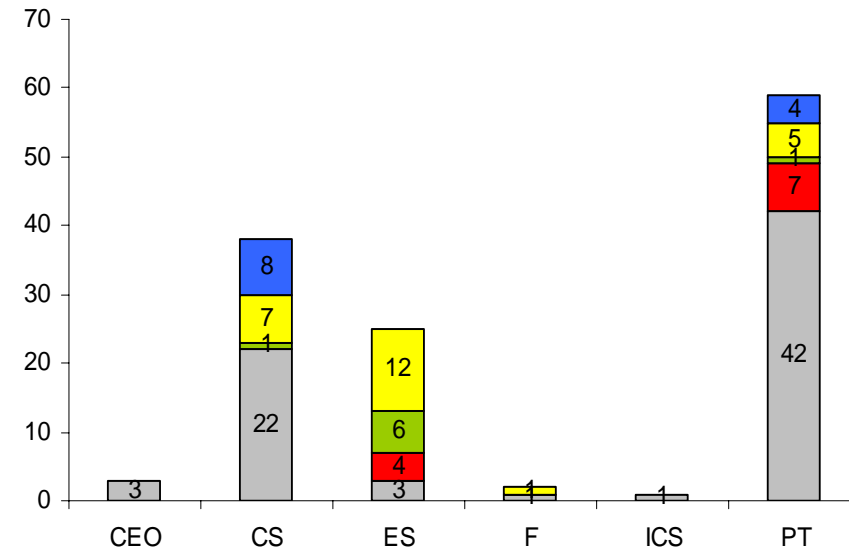
Total Feedback Received by Service



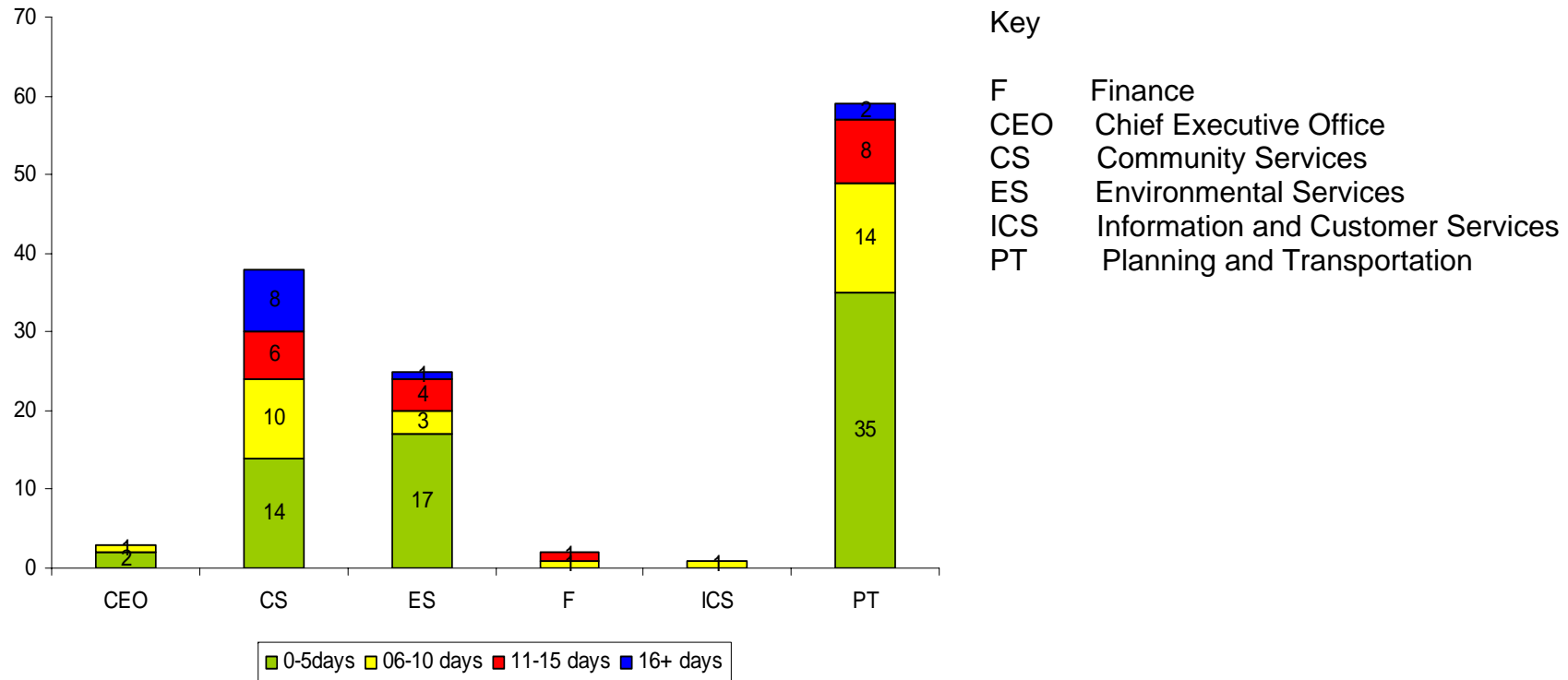
Total Complaint Categories



Complaint Category by Service



Time taken to respond to complaints



Total 0-5 = 68 Total 6-10 = 30 Total 11-15 = 19 Total 16+ = 11

Appendix A

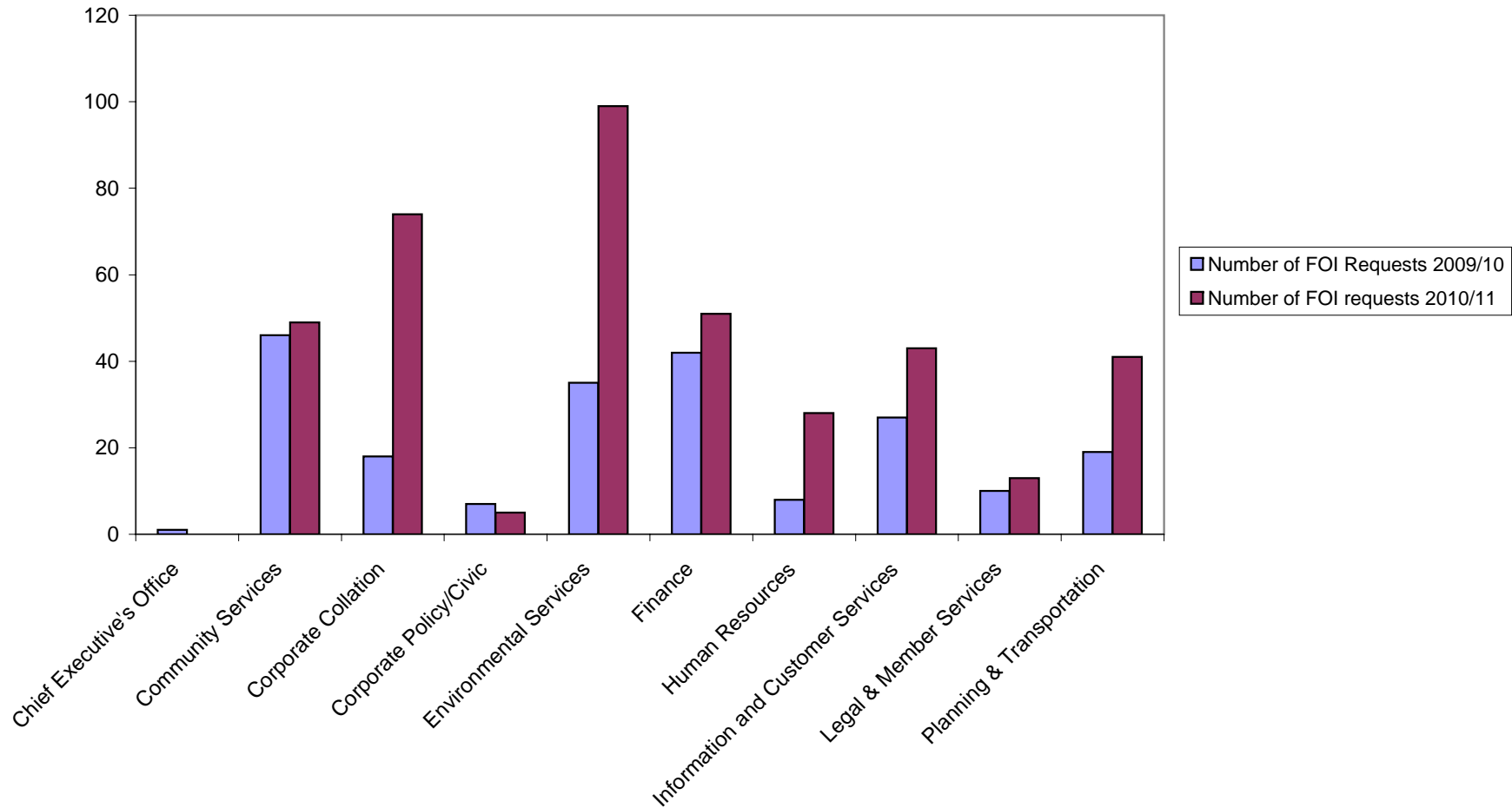
Customer Feedback; Analysis of Corporate Quarter/Annual Statistics

Period		Total Feedback received				Total Complaint Categories					Number of days taken to send a full reply			
		Compliments	Comments	Complaints	Racial Incident	Council Process/Policy	Dissatisfied with Staff Attitude	Other	Service Error/Task Not Done	Timeliness /Delays	0-5	6-10	11-15	16+
2008/2009	Q1	59	5	56	0	14	5	12	25	0	32	12	2	10
	Q2	49	9	87	0	17	5	11	50	4	45	15	5	23
	Q3	23	6	29	1	13	3	2	10	1	15	3	0	11
	Q4	14	11	33	0	12	4	10	4	3	16	5	3	9
	Annual	145	31	205	1	56	17	35	89	8	108	35	10	53
2009/2010	Q1	38	3	20	0	6	1	4	6	3	12	2	5	1
	Q2	29	9	43	0	16	4	8	10	5	27	9	4	3
	Q3	38	7	23	0	4	5	1	12	1	15	7	1	0
	Q4	30	6	30	0	12	6	1	8	3	18	10	2	0
	Annual	135	25	116	0	38	16	14	36	12	72	28	12	4
2010/2011	Q1	47	2	30	0	12	3	5	8	2	18	7	2	2
	Q2	30	5	27	0	15	2	2	5	3	9	4	9	5
	Q3	40	2	18	0	6	3	0	6	3	8	6	1	3
	Q4	33	4	53	0	39	3	1	6	4	33	12	7	1
	Annual	150	13	128	0	72	11	8	25	12	68	30	19	11

Comparisons from 2009/10 to 2010/11; per total feedback received for each period

	<u>Compliments</u>	<u>Comments</u>	<u>Complaints</u>
Q1	24% increase	33% decrease	50% increase
Q2	3% increase	44% decrease	37% decrease
Q3	6% increase	71% decrease	22% decrease
Q4	10% increase	33% decrease	76% increase
Annual	11% increase	48% decrease	10% increase

Freedom of Information Requests



FREEDOM OF INFORMATION COMPARISON

April 2008 – March 2011

	April 2008 - March 2009	April 2009 - March 2010	April 2010 - March 2011
Chief Executive's Office	6	1	0
Community Services	34	46	49
Corporate Collation	7	18	74
Corporate Policy / Civic	7	7	5
Environmental Services	11	35	99
Finance	27	42	51
HR	4	8	28
Info & Customer Services	8	27	43
Legal Services	2	10	13
Planning / Transportation	13	19	41
TOTALS	119	213	403

Quarterly comparison on total FOI requests received by RDC

	2008/09	2009/10	2010/11
Quarter 1	25	45	74
Quarter 2	27	55	105
Quarter 3	26	51	91
Quarter 4	41	62	133
TOTALS	119	213	403