

REPORT TO THE MEETING OF THE EXECUTIVE 9 NOVEMBER 2011

PORTFOLIO: SERVICE DEVELOPMENT, IMPROVEMENT AND PERFORMANCE MANAGEMENT

REPORT FROM HEAD OF INFORMATION & CUSTOMER SERVICES

SUBJECT: CUSTOMER FEEDBACK AND FREEDOM OF INFORMATION STATISTICS APRIL – SEPTEMBER 2011

1 DECISION BEING RECOMMENDED

- 1.1 To note the half-yearly customer feedback and freedom of information statistics for April to September 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 - September 2011. Comparative information is also provided on the figures for 2008/09, 2009/10 and 2010/11.
- 2.3 It is pleasing to note that the Council continues to receive a number of compliments across most service areas.
- 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 to 250 in the first six months of 2011/12. The level of complexity of some means that they are taking an increasing amount of officer time to process.
- 2.6 There are statutory requirements covering the ability to charge for assembling Information under the Freedom of Information Act. There is an exemption from the obligation to comply with a request where the cost of compliance is estimated to exceed the 'appropriate limit' of £450. Costs are calculated at £25 per hour per person regardless of the actual rate of pay, which means that the limit will be exceeded if it is estimated to take 18 hours or more. In the last 6 months one request was refused on these grounds and the request was withdrawn.

- 2.7 We do have an ability to recover reasonable costs incurred. This covers 'communication costs', for example photocopying and postage, but cannot cover the cost of staff time. The rate set is £5 if the request is likely to take more than 50 A4 sheets of paper. In reality this charge is rarely applied as most enquiries are answered by email.

3 ALTERNATIVE OPTIONS CONSIDERED

- 3.1 None.

4 RISK IMPLICATIONS

- 4.1 The Council needs to learn from customer feedback in order to make improvement 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 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 & Customer Services) on:-

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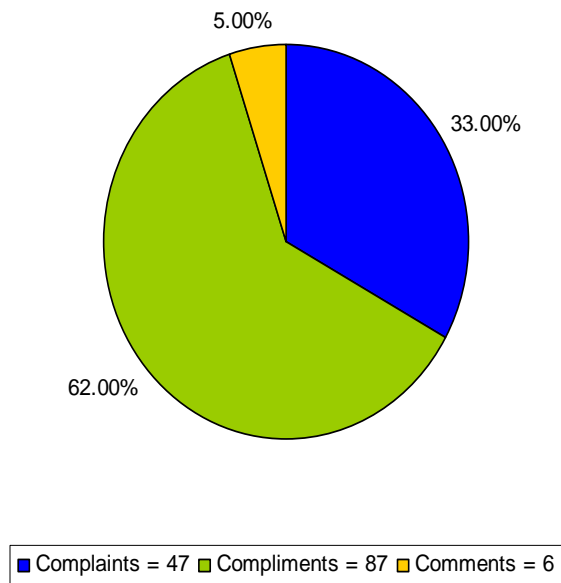
If you would like this report in large print, Braille or another language please contact 01702 318111.

Customer Feedback; Analysis of Corporate Quarter/Annual Statistics

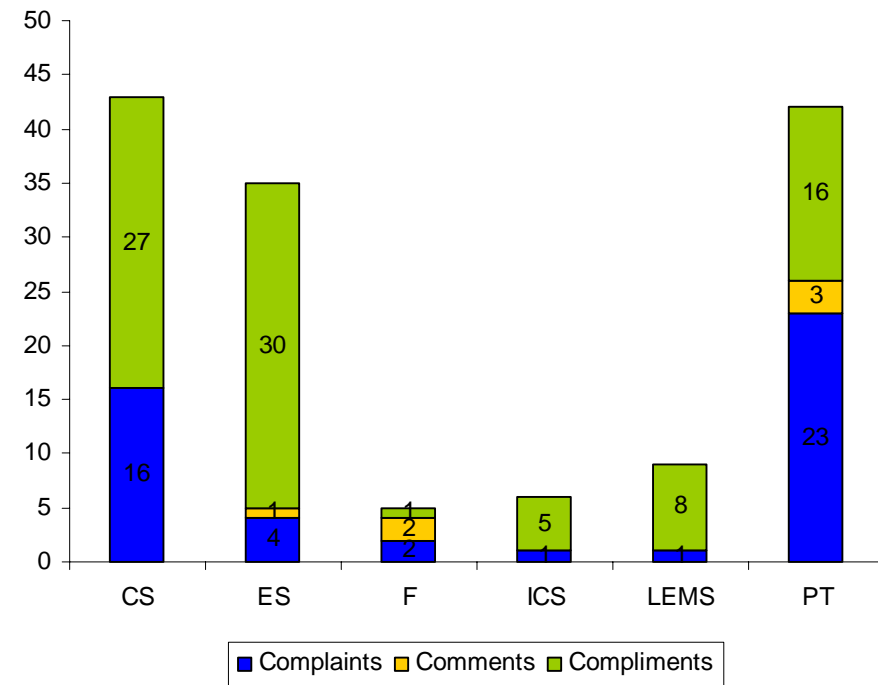
Period		Total Feedback received				Total Complaint Categories					Number of days taken to send a full reply			
		Compliments	Comments	Complaints	Racial Incident	Council Process/Policy	Dissatisfied with Staff Attitude	Other	Service Error/ Task Not Done	Timeliness/ Delays	0-5	6-10	11-15	16+
2008/ 2009	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
2011/ 2012	Q1	43	2	13	0	8	2	1	0	2	7	5	0	1
	Q2	44	4	34	0	18	5	1	6	4	24	7	2	1
	Q3													
	Q4													
	Annual													

CUSTOMER FEEDBACK REPORT 01-04-2011 to 30-09-2011

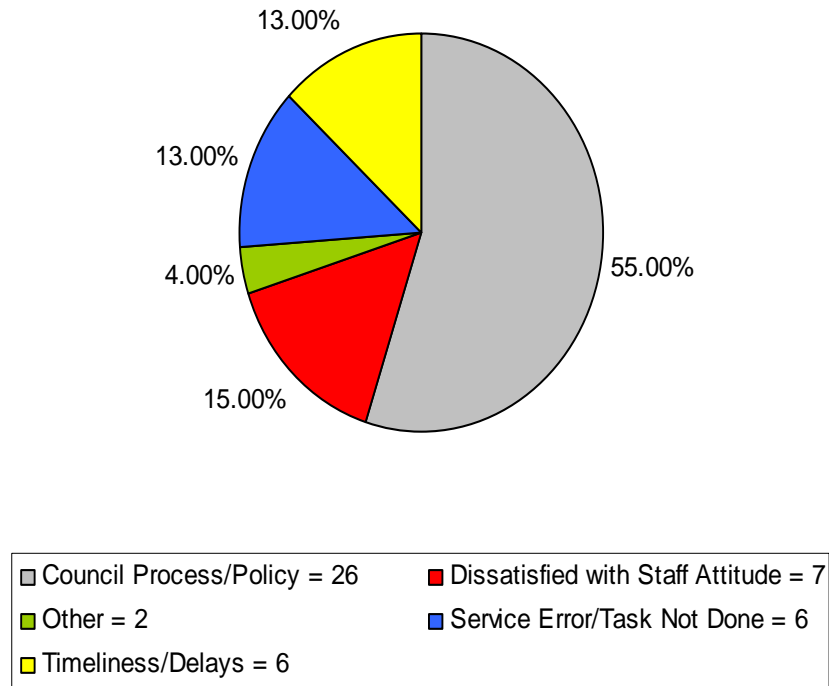
Total Feedback Received Corporately



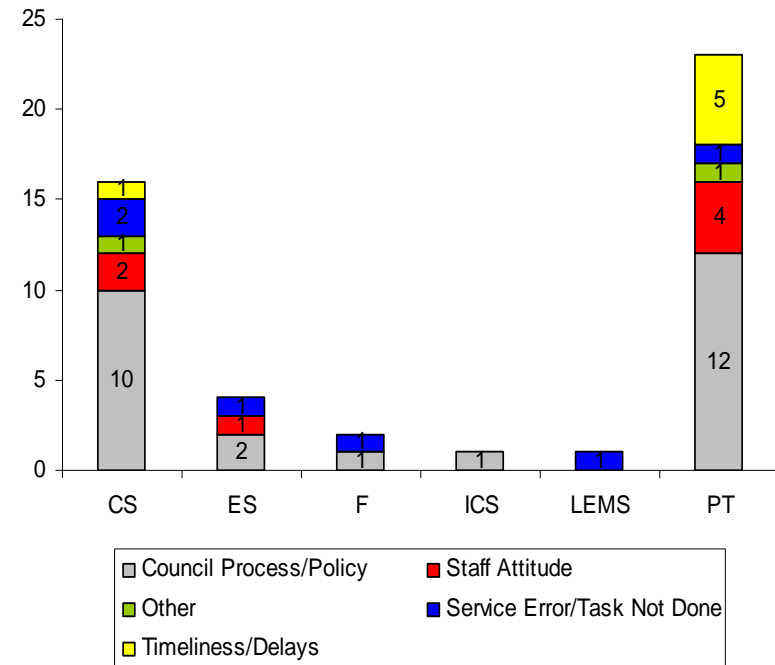
Total Feedback Received by Service



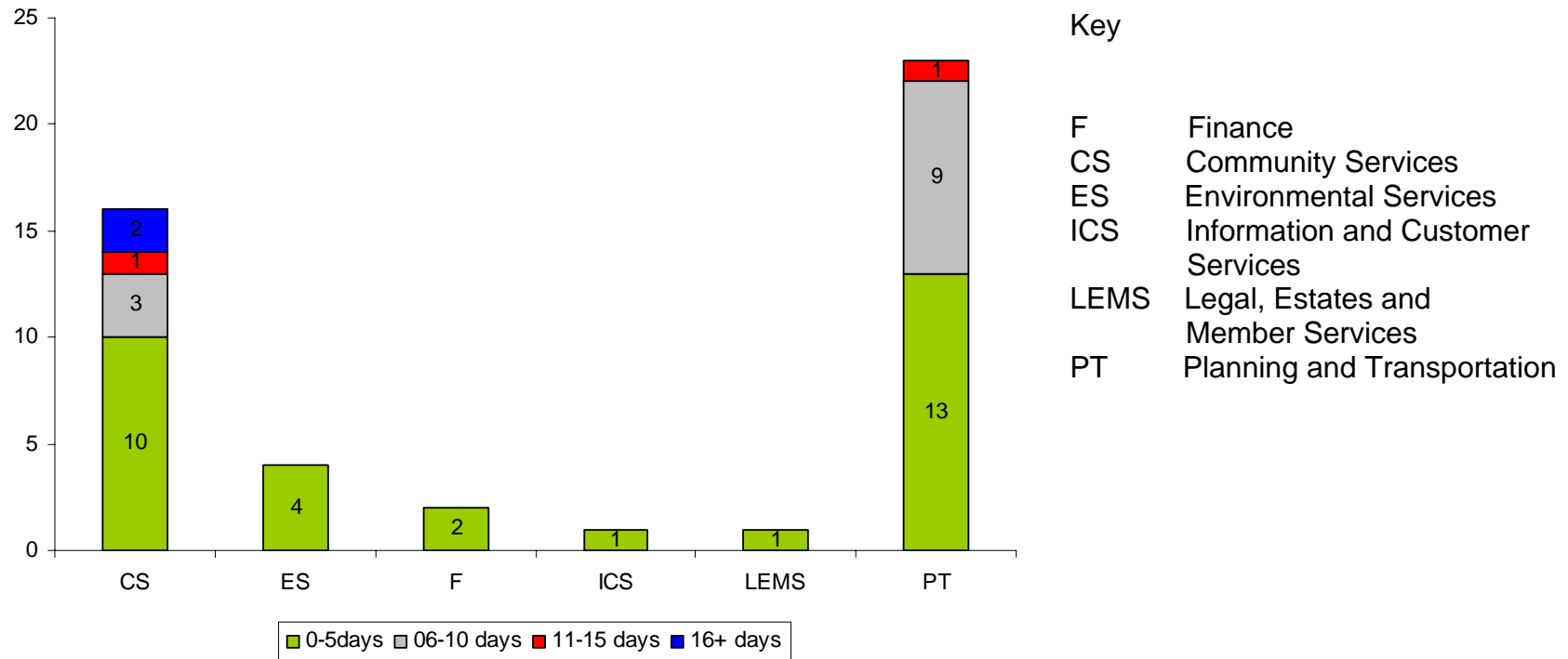
Total Complaint Categories



Complaint Category by Service



Time taken to respond to complaints



Total 0-5 = 31 Total 6-10 = 12 Total 11-15 = 2 Total 16+ = 2

FREEDOM OF INFORMATION COMPARISONApril 2008 – 30th September 2011

	April - March 2009	April - March 2010	April - March 2011	April- Sept 2011
Chief Executive's Office	6	1	0	0
Community Services	34	46	49	39
Corporate Collation	7	18	74	59
Environmental Services	11	35	99	54
Finance	27	42	51	28
People and Policy Unit (previously corporate policy and HR)	11	17	33	10
Info & Customer Services	8	27	43	21
Legal Services	2	10	13	8
Planning/Transportation	13	19	41	31
TOTALS	119	213	403	250

Quarterly comparison on total FOI requests received by RDC

	2008/2009	2009/2010	2010/2011	2011/2012
Quarter 1	25	45	74	127
Quarter 2	27	55	105	123
Quarter 3	26	51	91	
Quarter 4	41	62	133	
TOTALS	119	213	403	250