

**REPORT TO THE MEETING OF THE EXECUTIVE 8 DECEMBER 2010**

**PORTFOLIO: SERVICE DEVELOPMENT, IMPROVEMENT AND PERFORMANCE MANAGEMENT**

**REPORT FROM HEAD OF INFORMATION & CUSTOMER SERVICES**

**SUBJECT: CUSTOMER FEEDBACK AND FREEDOM OF INFORMATION STATISTICS APRIL-SEPTEMBER 2010**

**1 DECISION BEING RECOMMENDED**

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

**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 2010. Comparative information is also provided on the previous year's figures.
- 2.3 It is pleasing to note that the Council continues to receive a number of compliments across most service areas. The number of complaints received has fallen slightly over the first 2 quarters of the year.
- 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 for the first time also contains in Appendix B information about the volume of freedom of information enquiries that we are receiving. The number of enquiries appears to be rising rapidly 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**

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**Background Papers:**

None

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If you would like this report in large print, Braille or another language please contact 01702 546366.

Customer Feedback; Analysis of Corporate Quarter/Annual Statistics

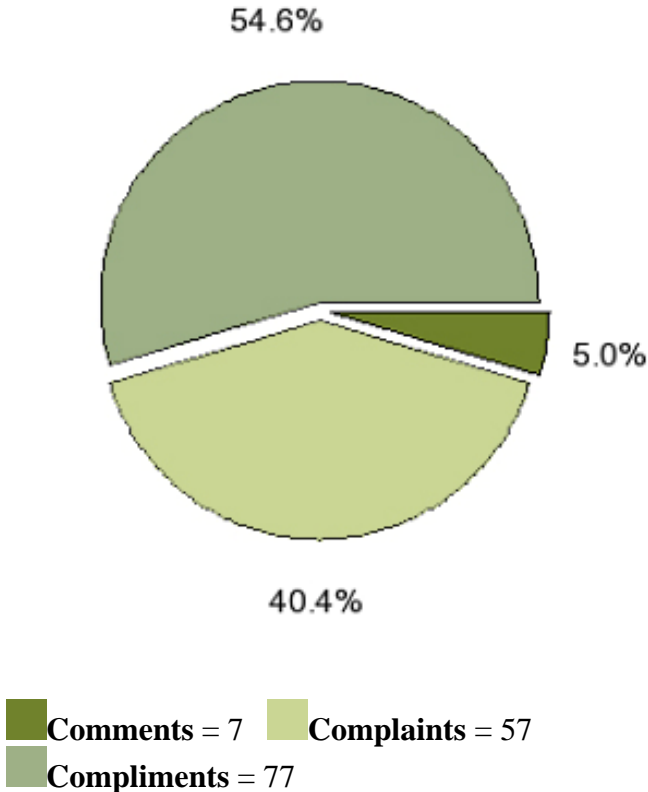
Period	Total Feedback received				Total Complaint Categories					Number of days taken to send a full reply				
	Compliments	Comments	Complaints	Racial Incident	Council Process/Policy	Dissatisfied with Staff Attitude	Other	Service Error/Task Not Done	Timeliness/Delays	0-5	6-10	11-15	16+	
2009/ 2010	Q1	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	19	8	1	2
	Q2	30	5	27	0	15	2	2	5	3	9	4	9	5
	Q3													
	Q4													
	Annual													

Comparisons year on year; per total feedback received for each period

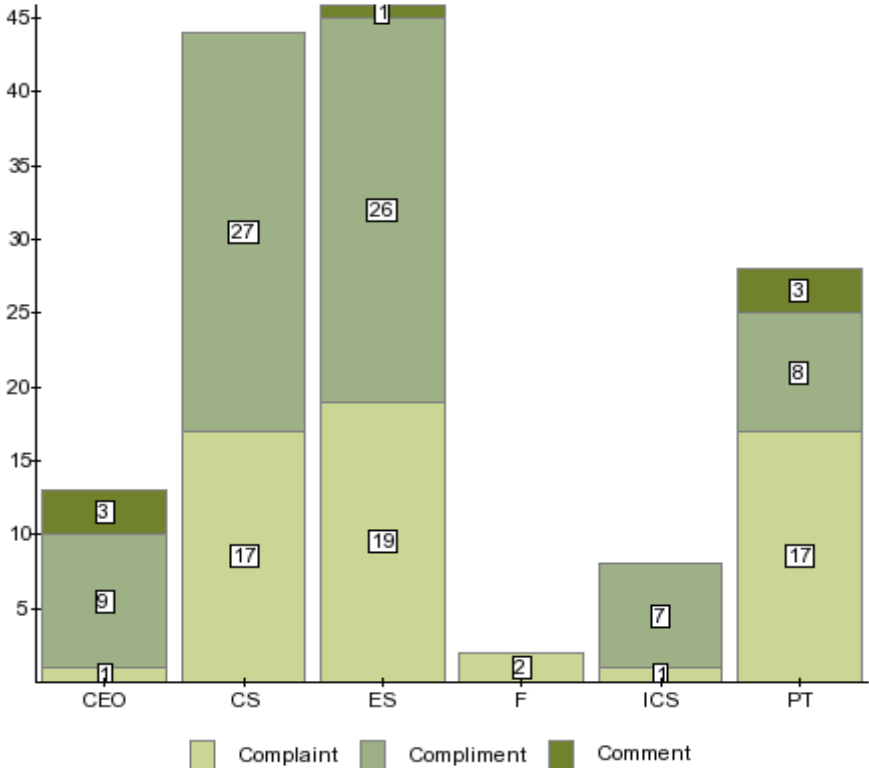
	<u>Compliments</u>	<u>Comments</u>	<u>Complaints</u>
Q1	23.7% increase	33.3% decrease	50% increase
Q2	3.4% increase	44.4% decrease	37.2% decrease

Feedback Report - 01-04-2010 to 30-09-2010

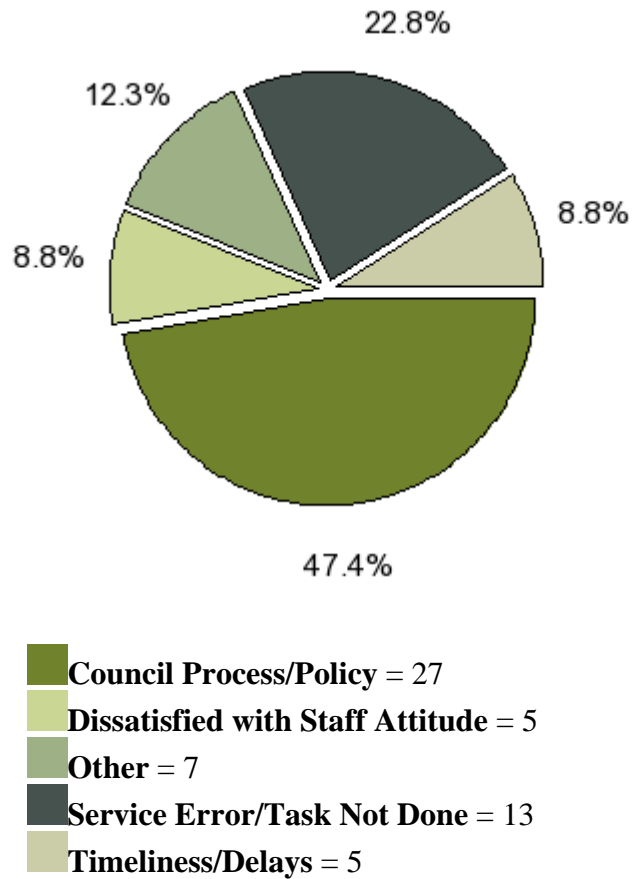
Total Feedback Received Corporately



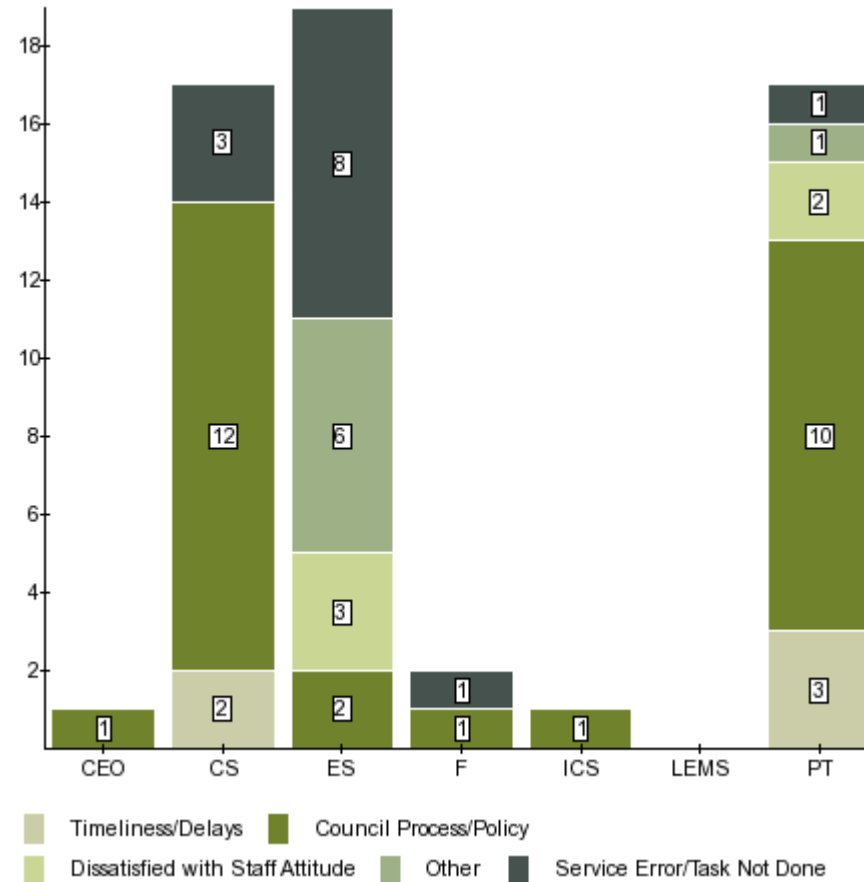
Total Feedback Received by Service



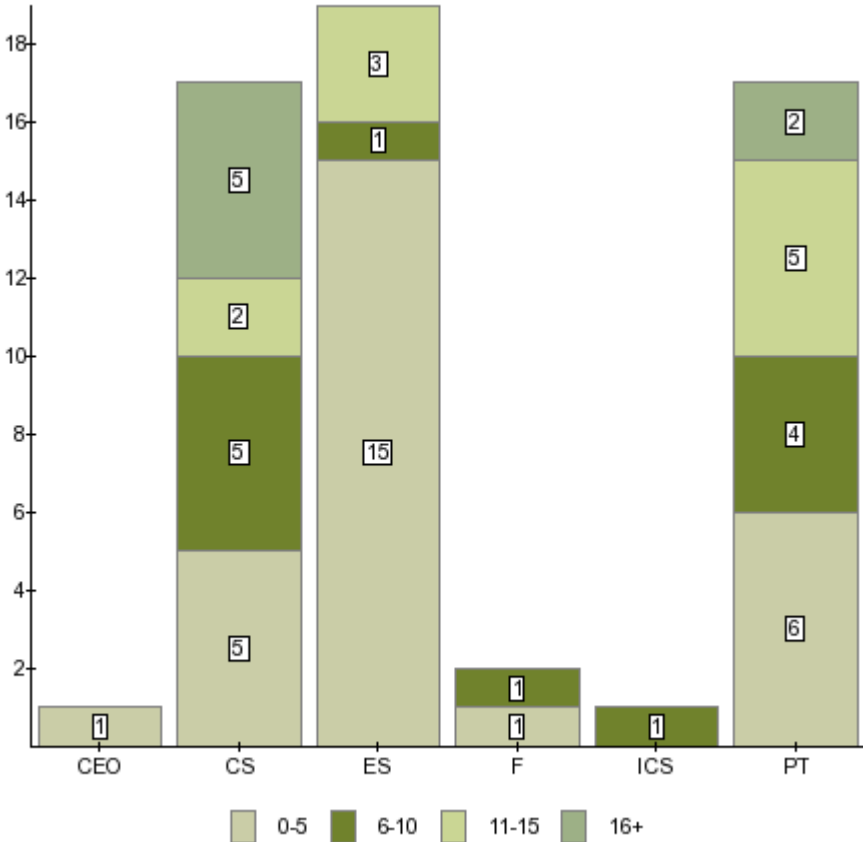
Total Complaint Categories



Complaint Categories by Service



Time taken to respond to complaints



- Key**
- CEO Chief Executive Office/Corporate Policy
  - CS Community Services
  - ES Environmental Services
  - F Finance
  - ICS Information and Customer Services
  - PT Planning and Transportation
  - LEMS Legal, Estates and Member Services

Total 0-5 = 28 Total 6-10 = 12 Total 11-15 = 10 Total 16+ = 7

## FREEDOM OF INFORMATION ENQUIRIES

April 2008 – September 2010

	April – March 2008/09	April - March 2009/10	April 2010 - Sept 2010
Chief Executive's Office	6	1	0
Community Services	34	46	26
Corporate Collation	7	18	25
Corporate Policy / Civic	7	7	4
Environmental Services	11	35	41
Finance	27	42	19
HR	4	8	15
Info & Customer Services	8	27	24
Legal Services	2	10	2
Planning / Transportation	13	19	22
<b>TOTALS</b>	<b>119</b>	<b>213</b>	<b>178</b>

Quarterly comparison on total FOI requests received by RDC

	2008	2009	2010
Quarter 1	25	45	73
Quarter 2	27	55	105
Quarter 3	26	51	
Quarter 4	41	62	
<b>TOTALS</b>	<b>119</b>	<b>213</b>	<b>178</b>