

**REPORT OF: FINANCIAL SERVICES MANAGER**

**TO: ACCOUNTS AND AUDIT COMMITTEE**

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## **Performance Indicators 2017/18 – Dealing with Customer Complaints**

### **PURPOSE OF REPORT**

1. At its meeting in March this year the Committee resolved as follows in respect of the procedure for dealing with customer complaints:

*That the next Performance Monitoring report be brought to this Committee after the Executive so that a view could be taken on whether the complaints procedure was being effectively monitored.*

This report is provided in response to the above request following consideration by the Executive of the Quarter 1 Performance Monitoring Report at its meeting on 24th August 2017.

### **RECOMMENDATIONS**

2. The Committee is asked to consider the position on complaints monitoring as reported to the Executive for the first quarter of 2017/18 and advise if it requires anything further in connection with this matter.

### **REASONS FOR RECOMMENDATION**

3. To respond to a previous request from the Committee and establish if anything further is required.

### **ISSUE**

4. The full Performance Monitoring Report for Quarter 1 2017/18 is available on the Council's website [here \(item 4 refers\)](#) and is not reproduced as part of this report. The Committee's area of focus as expressed at its March meeting is the monitoring of the procedure for dealing with customer complaints. In respect of this, relevant extracts from the report to the Executive are reproduced below:

PI	Good Performance is....	Qtr 1 2016/17	Qtr 1 2017/18	Notes
DIR 1 - % of complaints handled within timescales	Aim to Maximise	87.1%	92.5%	Performance, whilst still under target, is improving. Improvements introduced by Environmental Services in complaints processing are now having a positive impact on this PI.

*The Executive is requested to review the performance information provided in Appendix A and comment as appropriate on any matters of concern and that may need further action to be taken.*

*The key issues with performance relate to planning applications and appeals, homelessness, **complaints** and waste and recycling. These are issues which have been brought to the attention of Members previously and a brief synopsis for each area is provided below for reference.*

*Consistently fulfilling the response times for complaints received had previously been an issue for Environmental Services. However, improved processes within the service have led to performance over recent months improving with performance reaching 92.5% for April - June 2017. Close monitoring of this PI will continue.*

5. There has been a lot of focus internally on this performance indicator including a review of the current policy and framework for dealing with complaints. This work was led by the Corporate Director with support from representatives across Council departments. Prior to consideration by the Executive, the quarterly performance monitoring is also subject to review by Management Team with Service Managers asked to account for the performance achieved within their service(s) across the range of performance indicators.
6. Based on the reporting for Quarter 1, the signs are that performance is improving in dealing with complaints. The corporate target is to achieve 100% of all complaints received in the quarter being resolved within 15 working days. The actual performance achieved in the first quarter was 92.5% as shown in the table extract above.
7. The indicator for dealing with customer complaints forms part of a set of 'key performance indicators' on which details are published on the Council's website at [http://www.pendle.gov.uk/info/20085/performance\\_and\\_statistics/216/key\\_performance\\_information](http://www.pendle.gov.uk/info/20085/performance_and_statistics/216/key_performance_information).
8. The Committee is asked to consider the arrangements for monitoring and the performance achieved as outlined above for Quarter 1 2017/18 and advise if it wishes to do anything further in connection with this matter.

## Policy

9. There are no new policy implications arising from the contents of this report.

## **Financial**

10. There are no direct financial implications resulting from this report.

## **Legal**

11. There are no new legal implications arising from the contents of this report.

## **Risk Management**

12. Like all organisations, the Council can do or not do things that lead to customer complaints. An effective and responsive system for dealing with complaints fairly and in a timely fashion can play an important part in helping to safeguard the risk of reputational damage.

## **Health and Safety**

13. There are no health and safety implications arising from this report.

## **Sustainability**

14. There are no sustainability implications arising from this report.

## **Community Safety**

15. There are no community safety issues arising from this report.

## **Equality and Diversity**

16. There are no equality and diversity issues arising from this report.

## **Background Papers**

Minute Number 95 (2) of the Accounts and Audit Committee meeting held on 21<sup>st</sup> March 2017.