PERTH AND KINROSS COUNCIL

SCRUTINY COMMITEE – 18 SEPTEMBER 2013

FOLLOW UP REPORT TO THE THIRD SCRUTINY REVIEW OF LEARNING FROM COMPLAINTS AND CUSTOMER FEEDBACK

REPORT BY DEPUTE DIRECTOR (THE ENVIRONMENT SERVICE)

ABSTRACT
This follow up report to the Third Scrutiny Review of Learning from Complaints and Customer Feedback provides a progress update on the recommendations which were made as part of the review.

1.   BACKGROUND

1.1   On 28 March 2011 the Scrutiny Committee published its final report on the Third Scrutiny Review of Learning from Complaints and Customer Feedback (Report 12/148 refers). The review focussed on examining how the information gained through investigation of complaints and gathering of customer satisfaction and feedback contributes to the improvement of Council Services.

1.2   This follow up report provides a progress update on the eight recommendations that were made as part of the review. In summary, five of the eight recommendations have been addressed by the Council's new complaints handling procedure which was introduced earlier this year. A report setting out the new procedure was considered by the Strategic Policy and Resources Committee on 13 February 2013 (Report 13/73 refers). The report included an update on how the new procedure addresses the five relevant recommendations of the Scrutiny Committee.

2.   PROGRESS WITH RECOMMENDATIONS

2.1   <u>**Recommendation One**</u>

2.1.1   There is an opportunity to develop a single customer framework which looks holistically at the customer and how we learn from our customers through engagement, complaints and information.

2.1.2   **Update:** The Council's new Centre for Innovation and Improvement, which is being launched in September 2013, will be key to ensuring staff across the Council have the skills and tools to engage with and learn from our customers. The Centre will ensure the Council has in place a cohesive and holistic approach to learning from our customers and sharing best practice across the Council.

2.2   **Recommendation Two**

2.2.1   Taking into account the requirements of the Scottish Public Services
        Ombudsman (SPSO), there is a review of the approach taken to gathering
        and categorising requests for service and when these should be considered
        as a complaint.

2.2.2   **Update:** The Council's new complaints handling procedure was reported to
        the Strategic Policy and Resources Committee on 13 February 2013 and
        implemented on 1 April 2013. The new procedure means that service
        requests which are an expression of dissatisfaction will be recorded and
        reported as complaints.

2.3   **Recommendation Three**

2.3.1   Performance reporting, including SMT reporting, is further developed to
        provide better information about the lessons coming from service users and
        actions taken by Services in response.

2.3.2   **Update:** The Council's new complaints handling procedure means that
        systematic reporting is now being developed for all recorded complaints,
        resolution actions and recommendations. The reporting is currently being
        reviewed to ensure it is line with the SPSO requirements and reflects
        improvement actions appropriately.

2.4   **Recommendation Four**

2.4.1   Good practice in the interrogation of data from the CRM system and other
        information management systems is made more systematic to enable
        Services to routinely identify areas for improvement

2.4.2   **Update:** The Council's new complaints handling procedure means that
        systematic reporting is now being developed for all recorded complaints,
        resolution actions and recommendations.

2.5   **Recommendation Five**

2.5.1   The Council seeks ways to proactively communicate more effectively with the
        public, particularly in known areas of complaint, to reduce dissatisfaction
        caused by unexpected changes to service.

2.5.2   **Update:** Examples of proactive communication are available in terms of
        winter weather updates, parking restrictions and budget. The Council's new
        Centre for Innovation and Improvement, which is being launched in
        September 2013, will ensure that good practice in these areas is shared to
        identify improvements in other areas.

2.6   **Recommendation Six**

2.6.1   Services do more to benchmark with other service areas and Councils in key
        areas of complaint to identify improvement opportunities.

2.6.2   **Update:** The Scottish Public Services Ombudsman will require all local
        authorities to report common statistical information from their new complaints
        handling procedures which will permit ready comparison between authorities.

2.7   **Recommendation Seven**

2.7.1   There is a review of the relationship between the various teams and groups
        with a role in relation to customer focus to provide better coordination of
        learning across the Council.

2.7.2   **Update:** The Council's new Centre for Innovation and Improvement, which is
        being launched in September 2013, will be key to improving connections
        between teams across the Council and maximising internal expertise and
        organisational intelligence.

2.8   **Recommendation Eight**

2.8.1   A report is brought forward, when appropriate, outlining the recommendations
        of the Scottish Public Services Ombudsman review of complaints handling
        procedures across the public sector; and the Council's response.

2.8.2   **Update:** The Council's new complaints handling procedure was reported to
        the Strategic Policy and Resources Committee on 13 February 13.

3.   **CONCLUSION AND RECOMMENDATIONS**

3.1   This report provides a progress update on the recommendations which were
        made as part of the Third Scrutiny Review of Learning from Complaints and
        Customer Feedback.

3.2   It is recommended that the Scrutiny Committee:

        (i)   Notes the progress made in taking forward the recommendations from the
              Third Scrutiny Review of Learning from Complaints and Customer
              Feedback.

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1. **IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION**

The undernoted table should be completed for all reports. Where the answer is 'yes', the relevant section(s) should also be completed

Strategic Implications	Yes / None
Community Plan / Single Outcome Agreement	Y
Corporate Plan	Y
Resource Implications	
Financial	N
Workforce	N
Asset Management (land, property, IST)	N
Assessments	
Equality Impact Assessment	Y
Strategic Environmental Assessment	Y
Sustainability (community, economic, environmental)	N
Legal and Governance	N
Risk	N
Consultation	
Internal	Y
External	N
Communication	
Communications Plan	N

1. **Strategic Implications**

1.1 This report supports the delivery of the Community Plan/ SOA 2013-23 and Corporate Plan 2013-18.

2. **Assessments**

Equality Impact Assessment
2.1 This report was considered under the Corporate Equality Assessment Framework and assessed as not relevant.

2.2 Strategic Environmental Assessment
The Environmental Assessment (Scotland) Act 2005 places a duty on the Council to identify and assess the environmental consequences of its proposals under the Act and the determination was made that there were likely to be no significant environmental effects.

3. **Consultation**

3.1 The Executive Officer Team, Corporate Change Manager, Information Compliance Manager, Senior Corporate Strategy Manager, Head of Legal Services, Head of Democratic Services and Head of Cultural and Community Services were consulted in the preparation of this report.

4.   **BACKGROUND PAPERS**

The background papers referred to within the report are:

Report 12/148   Scrutiny Review – Learning from Complaints and Customer
Feedback