



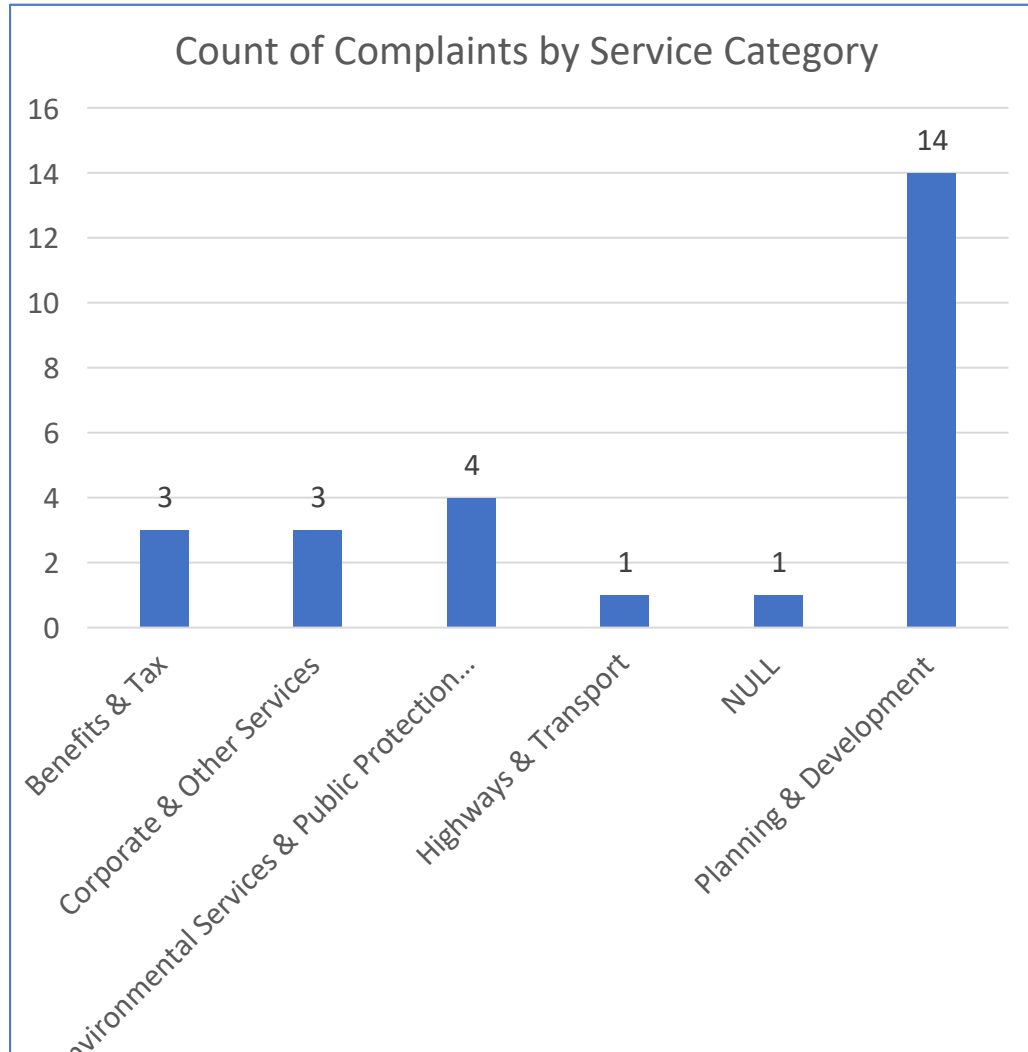
Learning From Complaints

CMT – 31 Oct 2023

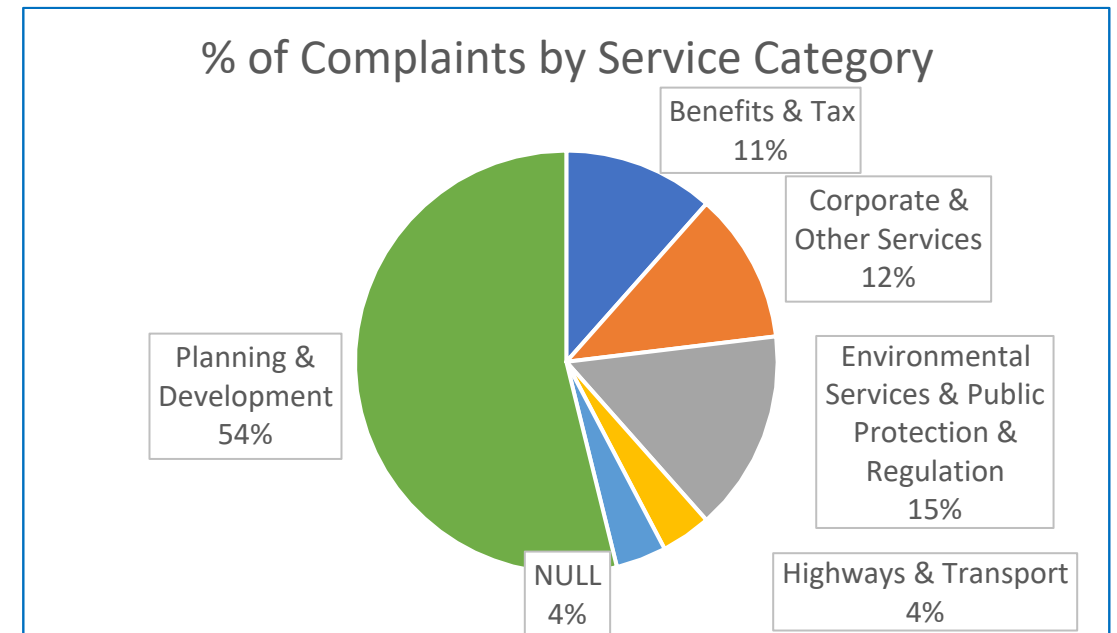
Ombudsman Complaints



South
Cambridgeshire
District Council



- Complaints to the Ombudsman (Stage 3 - when customer is unhappy with Stages 1 and 2).
- Between April 2022 and April 2023 there were 26 complaints to the Ombudsman.
- Over half (54%) related to Planning.



Planning

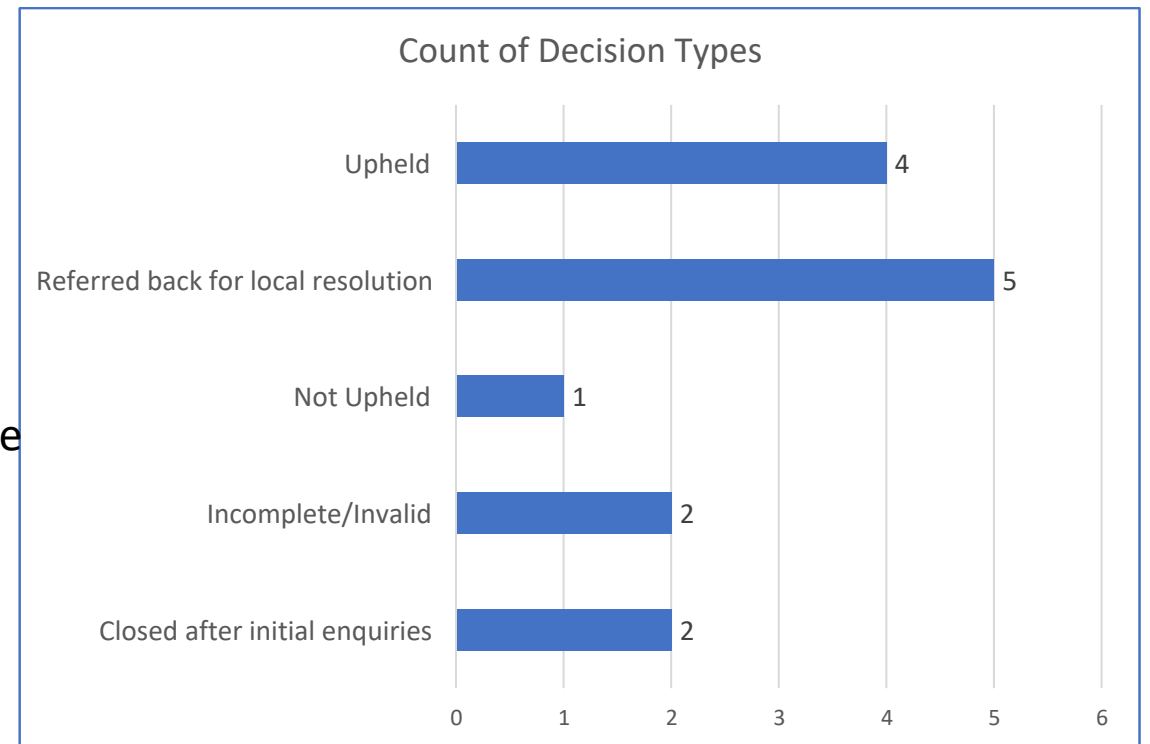


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14 complaints, 4 upheld.

Themes:

- Emphasis on keeping accurate records (e.g. site visits)
- Emphasis on acting quickly to resolve at stage 1 and 2 where possible.



Benefits & Tax

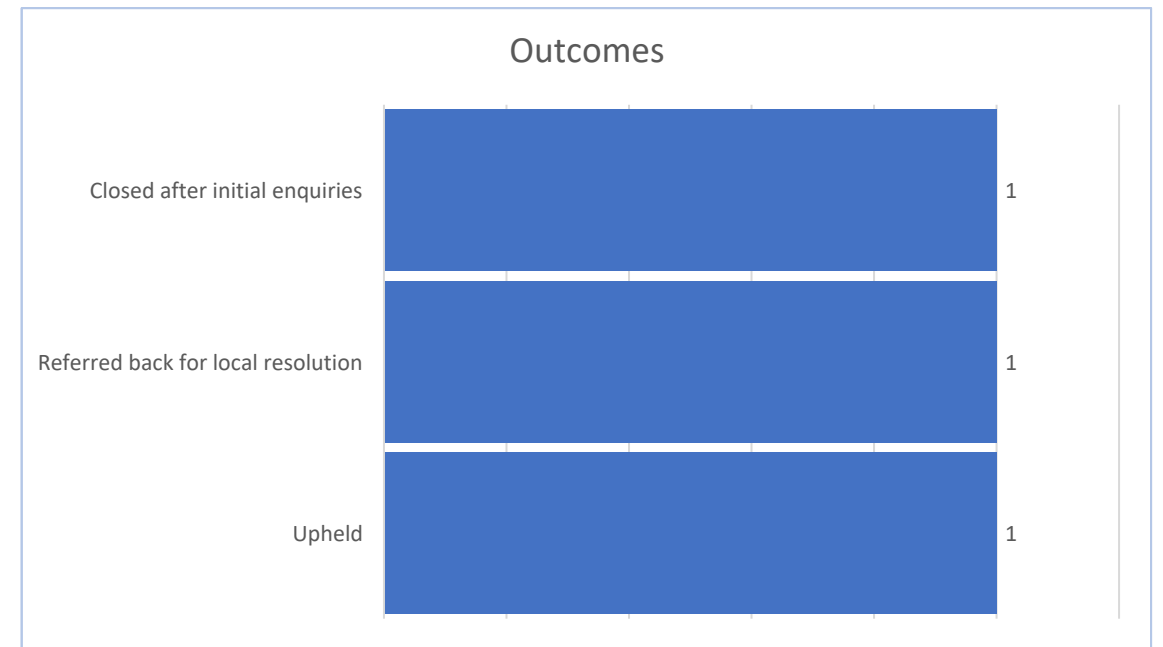


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3 complaints, 1 upheld.

Themes:

- Emphasis on provision of prompt responses and accurate information given



Environmental Services, Public Protection & Regulation



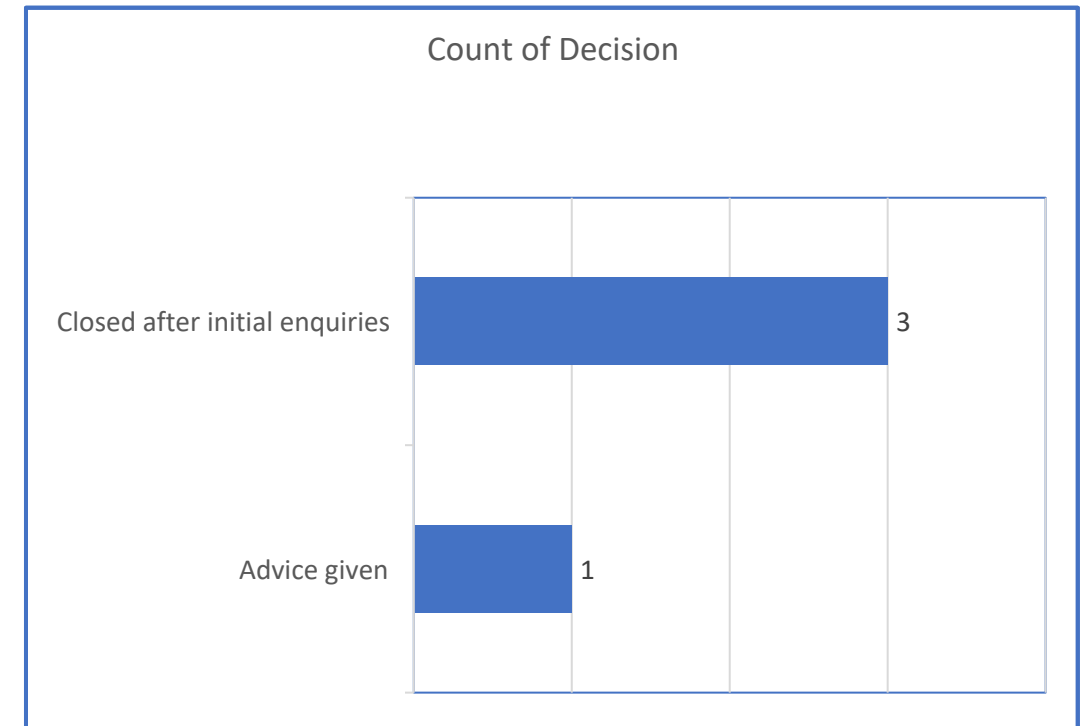
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4 complaints, 0 upheld, 1 advice was given (to provide an apology).

1 complaint for refuse & recycling, 1 in licensing & 1 in people & protection, 1 unknown (not shown on ombudsman website)

Themes:

- Emphasis on clarity of advice and guidance



Corporate Services & Other

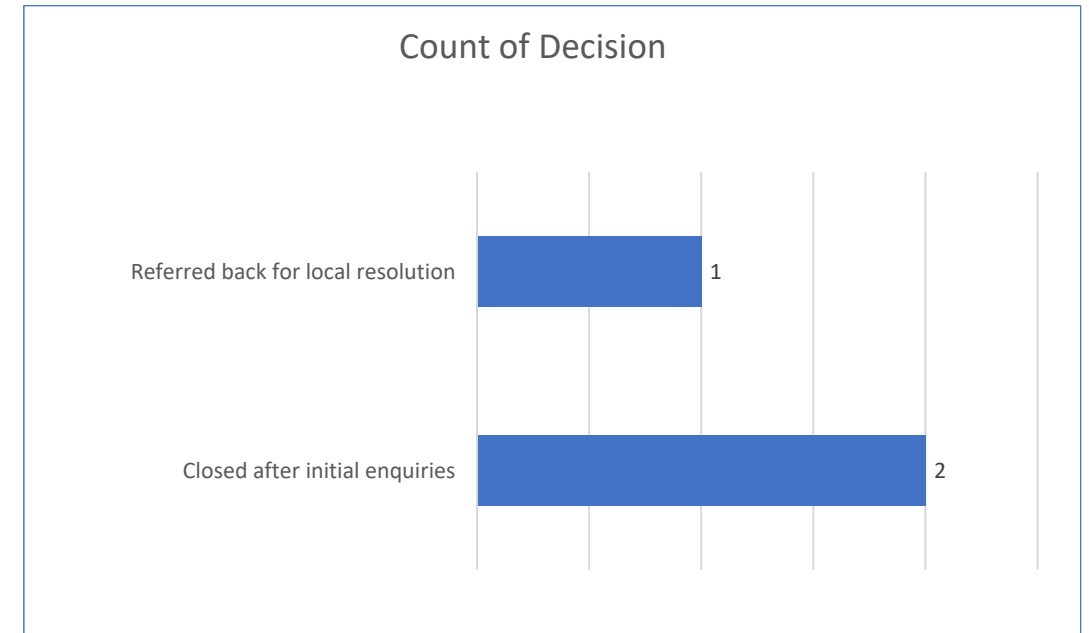


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3 complaints, 0 upheld.

Themes:

- 1 complaint was about Council conduct.
- 1 about making a complaint in confidence.
- 1 complaint where legal action is being undertaken – LGO unable to investigate.



Learning



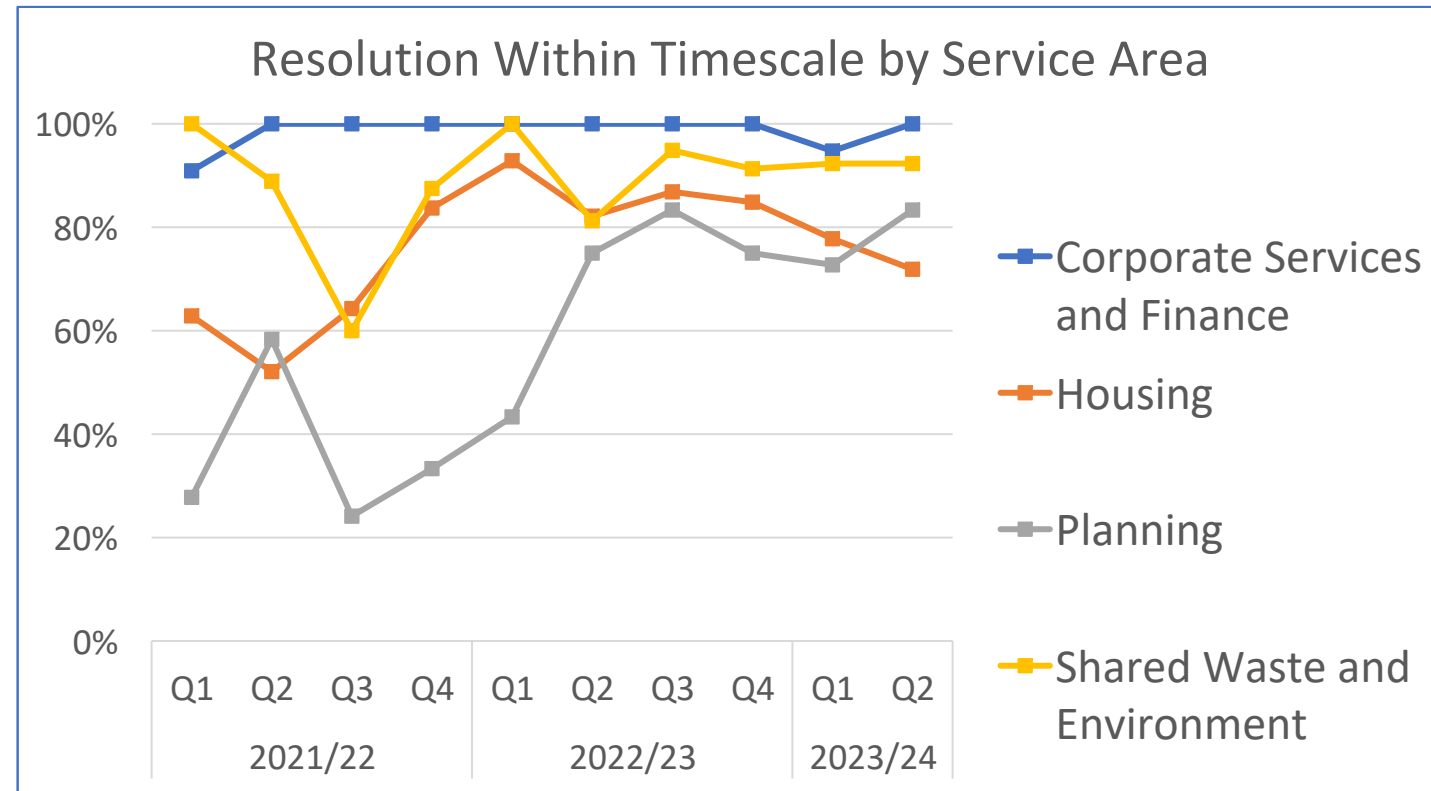
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- Importance of keeping accurate records (for example records of site visits).
- Keep working on good response times (has improved significantly with KPI met over past 4 Qs).
- Ensure service timescales and 'what to expect' are clearly promoted (for example website).
- Promote awareness where 'normal timescales' are likely impacted for any reason to manage expectations early.
- If complaint target timescales are in doubt (e.g. for multi-department complaints), update the complainant and agree an extension of time if needed.
- Stage 2s to be completed by different person to Stage 1 (this is already part of our policy – 2nd pair of eyes)
- Importance of suitable and accurate guidance on webpages (website content review and redesign underway).
- Multi-department complaints – use quickest form of communication with colleagues (emails can be slower).
- Ombudsman definition of a complaint involves provision of a response - unable to provide where anonymous. We have an online customer survey which can be used for provision of anonymous feedback.

Stage 1 & 2 Complaints KPI (Resolution within Timescale)



- Improvement in overall KPI underpinned by improvement in Planning results.
 - Significant efforts to remove backlog.
- Corporate Services and Finance generally at or near 100% most Qs.
- Shared Waste and Environment have stabilised after period of fluctuations.
- Slight downward trend re Housing in recent Qs following previous improvement.

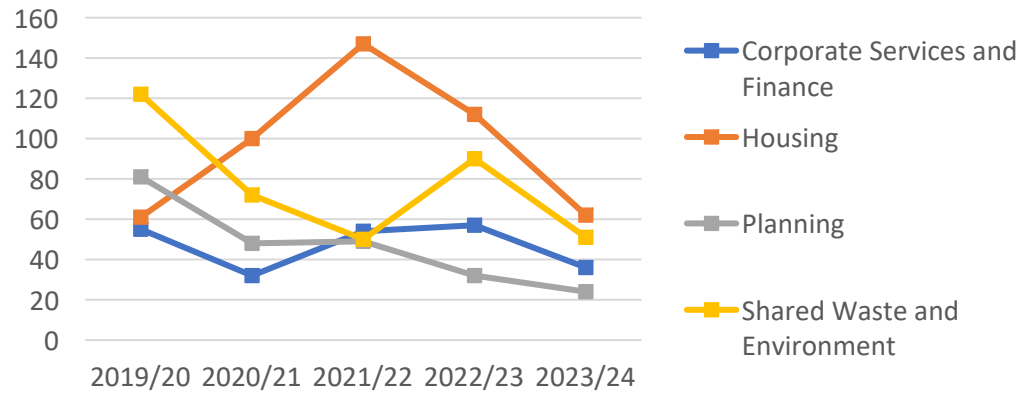


Stage 1 & 2 Complaints Numbers (Received)



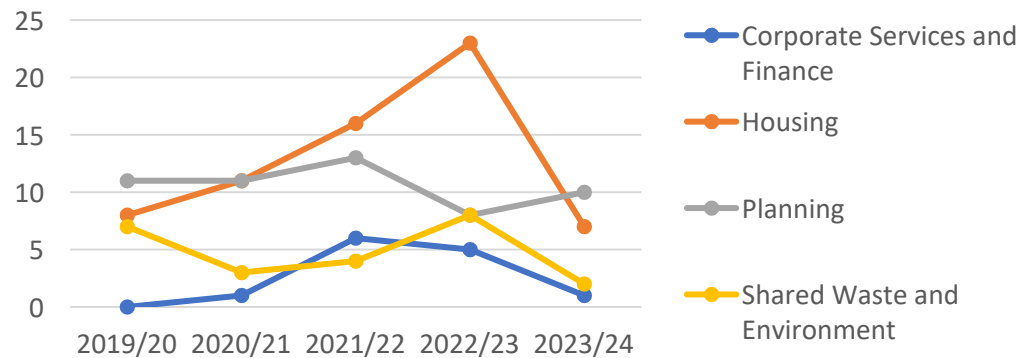
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Number of Stage 1s per Year by Service Area



- Corp Services and Finance – relatively stable. Looking at midpoint, could increase slightly this year.
- Housing – big increase in 21/22 (Covid related – e.g. difficulties accessing properties for repairs). Reduction last year
- Planning – continued reduction
- SWS and Environ. – increased last year after reduction.

Number of Stage 2s per Year by Service Area

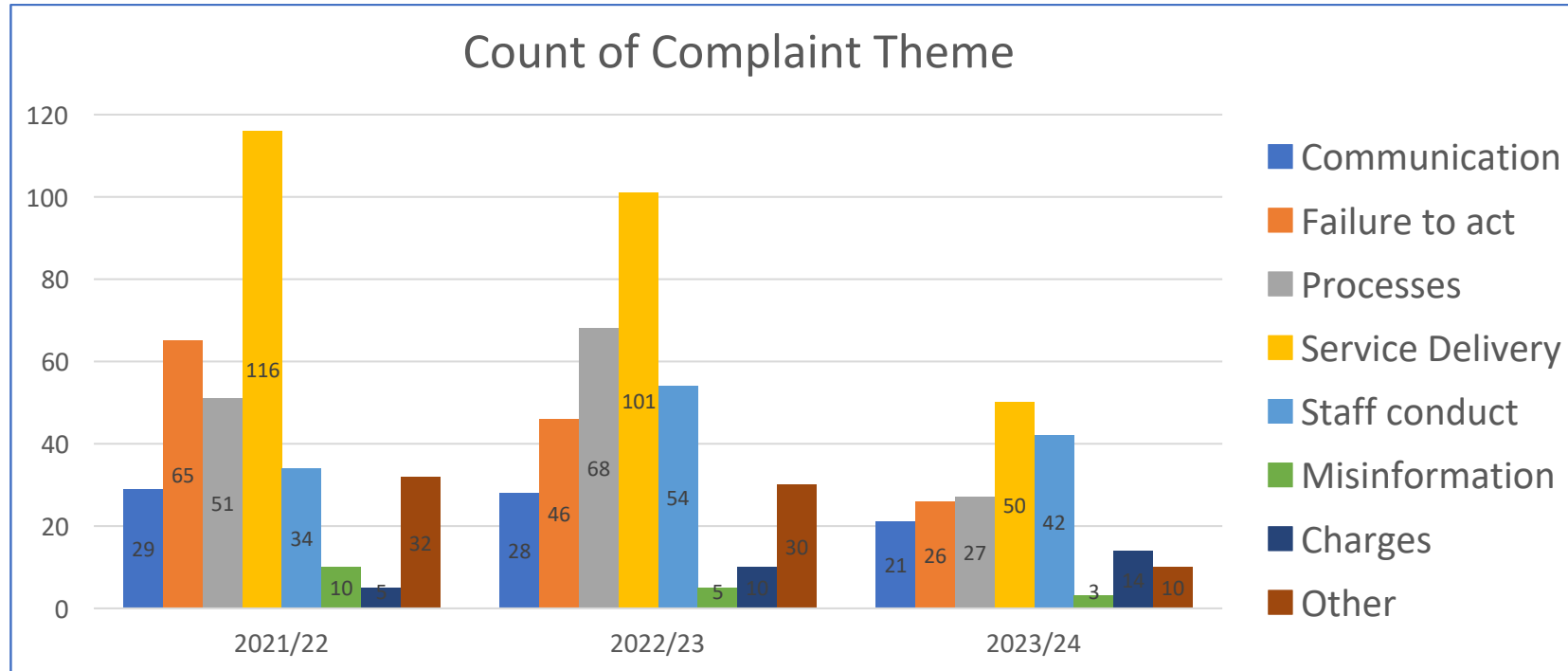


- Increase in Housing Stage 2s last year.
- Planning – relatively stable, reduction last year

Stage 1 & 2 Themes



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- The highest complaints category in each year is Service Delivery
- Followed by Staff Conduct this year / Processes last year.

Trial Learning from Complaints Form



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- From 1st Nov we will be launching a new Learning from Complaints form.
- When an investigating officer completes a complaint investigation (at Stages 1 and 2), they will need to complete this short form.
- The purpose is to capture trends and patterns for future Learning from Complaints reviews. We will also report on the completion rate.
- Learning from Complaints as a 6 monthly agenda item at Corporate Management Team.

Service Complaints Champions:

Service Area	Champion
Corporate Services and Finance	Rachael Fox-Jackson
Housing	Grace Andrews
Planning	Fay Reade
Shared Waste and Environment	Jane Jackson