



Complaints about the Council

Quarter 4 2009/10 & Quarter 1 2010/11

Central Bedfordshire Council



AN INTRODUCTION TO COUNCIL COMPLAINTS

The Council's Complaints Procedure

Designed to closely mirror the Children's Services Procedure

Stage 1
Local resolution by Manager – 5 working days

Stage 2
Senior Level Investigation – 15 working days

Stage 3
Independent Investigation – 15 working days

Alternative Dispute Resolution
Offered as an alternative to stage 2 or 3.

Children's Services Complaints Procedure

Governed by Statutory Regulations that determine stages and timescales

Stage 1
Local resolution by Manager – 10 up to 20 working days

Stage 2
Formal investigation – 25 up to 65 working days

Stage 3
Independent Review Panel – 30 working days

Alternative Dispute Resolution
Offered as an alternative to stage 2 or 3

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AN INTRODUCTION TO COUNCIL COMPLAINTS

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Adult Social Care Complaints Procedure

Governed by Statutory Regulation.

ONE STAGE:

Following assessment, any of the following options:



Local Resolution by Manager – 10 working days

Mediation – 25 working days

Conciliation – 10 working days

Independent Investigation – 25 up to 65 working days

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Data - Health Warning

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Systems

Icasework - legacy BCC

RESPOND – legacy BCC

On line Tool – temporary solution CBC

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Complaints Received and Actioned

Quarter 4 2009/10

169 new complaints registered across the council

164 complaints dealt with –
136 Stage 1,
15 Adult Social Care one stage,
9 Stage 2,
4 Stage 3
85 (52%) were upheld or partly upheld

Quarter 1 2010/11

145 new complaints registered across the council

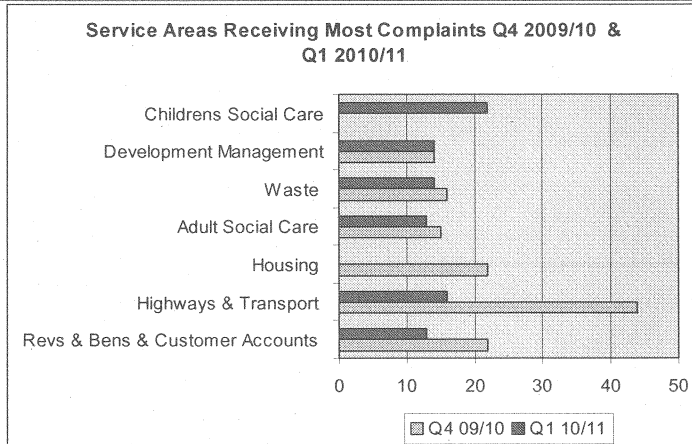
118 complaints dealt with –
88 Stage 1,
17 Adult Social Care one stage,
7 Stage 2,
6 Stage 3
78 (66%) were upheld or partly upheld

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Services Most Complained About

Service Areas Receiving Most Complaints Q4 2009/10 & Q1 2010/11

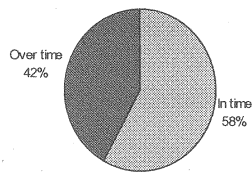


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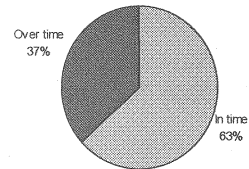
Stage 1 – Performance Q4 & Q1



Percentage of Stage 1 Complaints Completed in Time Q4



Percentage of Stage 1 Complaints Completed in Time Q1

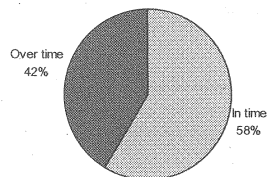


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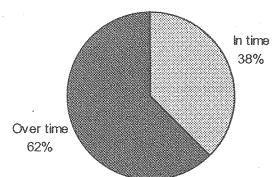
Stage 2 & 3 Performance Q4 & Q1



Percentage of Stage 2 & 3 Complaints Completed in Time Q4



Percentage of Stage 2 & 3 Complaints Completed in Time Q1



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Service Improvements

REVS & BENS

- Revenues were put on a single computer software system. To ensure correct processing returned cheques are now passed to an income section rather than individual team members

HIGHWAYS & TRANSPORT

- Following a complaint relating to a specific area of road, a survey of highway drains was carried out. As a result faults were found and remedial work planned.

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Service Improvements

PLANNING (DEVELOPMENT MANAGEMENT)

- Following a complaint about overhanging trees an assessment was carried out and works agreed to improve the situation for all residents in the street and a 3 yr maintenance programme agreed.

ADULT SOCIAL CARE

- Delays in processing Direct Payment returns. Two additional members of staff were employed to manage the backlog and reduce processing time from 6 to 3 weeks.

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Service Improvements

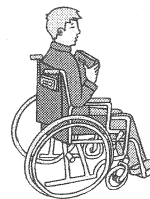
WASTE SERVICES

- Contractors interviewed and advised to ensure bins are returned to correct drop off points. Disciplinary action taken in one case.



CHILDREN'S SERVICES

- Practice workshops delivered to the Children / Adult Social Workers involved in the Transition Process



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Systems - Next Steps

- Modest capital bid approved
- Simple, user friendly solution to be embedded and embraced by the organisation
- Comprehensive, robust system to capture & report on compliments, comments, complaints across the council



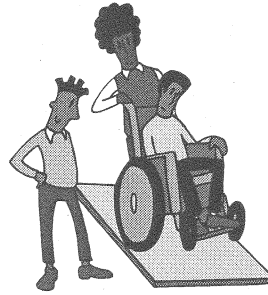
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Year End Review

Accessibility & Consultation

- A range of literature developed to promote access to the feedback procedures. The 'Feedback' web page updated and improved
- Consulted with older people and young people on accessibility of the complaints procedure
- Attended provider forums, service user groups, and road shows to discuss and promote customer feedback



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Year End Review

Staff Development

Training and Briefings delivered to staff in key areas

Standards

Staff guidance and top tips developed

Performance Information & Reporting

Reports on customer feedback for the Directors of Children's Services and Adult Social Care & Housing.

Conciliation Service.

Chaired 18 conciliation meetings, remedying 16 cases avoiding protracted and costly investigations

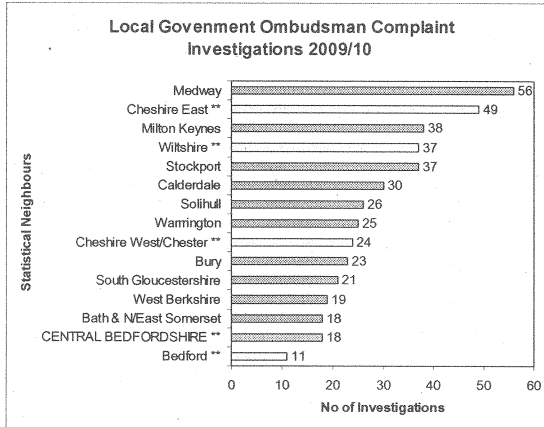
Persistent and vexatious complaints

A number of difficult and complex cases managed resulting in resolution

Link Officer role - LGO complaints
Conducted 7 Stage 3 complaints investigations

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Local Government Ombudsman - Comparison with Statistical Neighbours



6 Cases for Central Bedfordshire were concluded at Year End:

In 5 cases the Ombudsman found no or insufficient evidence of fault

1 case was settled locally

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