

Quarter 1 Overview - Corporate Complaints and Members/MP Enquiries

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July 2014

Corporate Complaints April to June 2014

How many complaints have we received?

From 1st April to 30th June 2014:

596 complaints were logged on CRM (Stage 1 and Stage 2)*
Of these 480 (81.54%) were completed in 10 working days

From 1st April to 30th June 2013:

356 complaints were logged on CRM (Stage 1 and Stage 2)
Of these 231 (64.89%) were completed in 10 working days

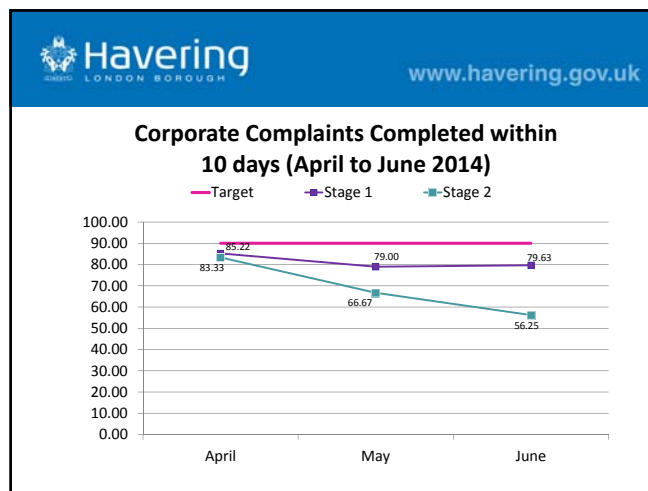
*A proportion of these are from the OHMS system and would not have been included in the previous report.

Complaints escalated to Stage 2 between April and June 2014

5.20% of complaints were escalated to Stage 2. The Corporate Performance target is not to exceed 10%.

	Stage 1 Complaints Logged	Stage 2 Complaints Logged	Escalated to Stage 2 (%) - Monthly
April	203	6	2.87 (6 of 209)
May	200	9	4.30 (9 of 209)
June	162	16	8.99 (16 of 178)
Escalated to Stage 2 (%) - Quarterly			5.20 (31 of 596)

Service Breakdown – April to June 2014					
	Stage 1 Logged	Within 10 days	Stage 2 logged	Within 10 days	
Adult Services	2	50% (1 of 2)	1	100% (1 of 1)	
Business & Performance	-	-	-	-	-
Children's Services	5	80% (4 of 5)	-	-	-
Communications	5	100% (5 of 5)	-	-	-
Corporate & Customer Transformation	17	100% (17 of 17)	-	-	-
Corporate Policy & Community	-	-	-	-	-
C, C & ED Director	-	-	1	0% (0 of 1)	
Culture & Leisure	18	89% (16 of 18)	-	-	-
Economic Development	1	0% (0 of 1)	-	-	-
Homes & Housing	315	78% (246 of 315)	9	45% (4 of 9)	
Learning & Achievement	2	100% (2 of 2)	-	-	-
oneSource	31	100% (31 of 31)	2	100% (2 of 2)	
Public Health	-	-	-	-	-
Regulatory Services	38	92% (35 of 38)	4	100% (4 of 4)	
Streetcare	131	79% (103 of 131)	14	64% (9 of 14)	
Total	565	81% (460 of 565)	31	65% (20 of 31)	



What does this information tell us?

- Total number of complaints logged on CRM between April and June varied: 356 (2013) and 596 (2014)
- 565 Stage 1 complaints were investigated with 460 being resolved within 10 days
- 31 (5%) complaints were escalated to Stage 2 (the target is not to exceed 10%)
- Performance has improved compared to same time last year. 81% of Stage 1 complaints were completed within 10 days, compared to 65% last year (the target is 90%)
- Top two areas with most Corporate Complaints logged on CRM are Homes & Housing (315) and Streetcare (131)

Members / MP Enquiries

April to June 2014

How many enquiries have we received?

From 1st April to 30th June 2014:

848 Member / MP Enquiries were received*

Of these 663 (78.18%) enquiries were completed within 10 working days.

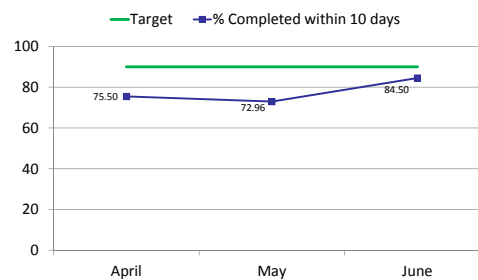
From 1st April to 30th June 2013:

911 Members / MP Enquiries were logged

Of these 608 (66.74%) enquiries were completed within 10 working days.

*A proportion of these are from the OHMS system and would not previously have been included in the previous report.

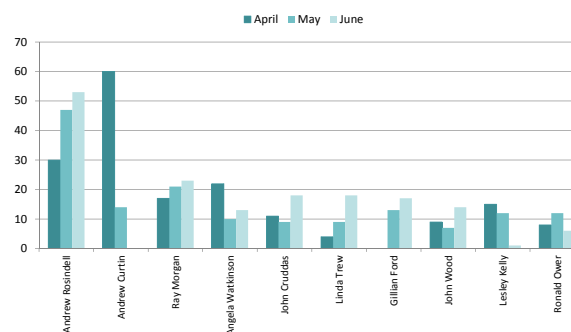
Member / MP enquiries monthly (April to June 2014)



Number of enquiries logged per Service (April to June 2014)

Service Area	Number of Enquiries logged	Completed within 10 days	% completed within 10 days
Adult Services	16	12	75%
Business & Performance	-	-	-
Children's Services	5	4	80%
Communications	2	1	50%
Corporate & Customer Transformation	-	-	-
Corporate Policy & Community	1	1	100%
C, C & ED Director	10	7	70%
Culture & Leisure	42	38	90%
Economic Development	6	4	67%
Homes & Housing	223	203	91%
Learning & Achievement	13	12	32%
oneSource	7	6	86%
Public Health	-	-	-
Regulatory Services	45	37	82%
Streetcare	478	338	71%
Total	848	663	78%

Top 10 reporting Members / MPs 2014



What does this information tell us?

- Streetcare received the majority of Members / MP enquiries (478)
- Total number of enquiries logged on CRM has decreased from 911 in 2013/14 to 848 in 2014/15 for the same period
- Performance has improved compared to same time last year. 67% (608 of 911) of enquiries were completed within 10 days, compared to 78% (663 of 848) last year