

Barrow Borough Council
Audit and Governance Committee

29th July, 2021

**Report on Compliments, Customer Feedback and
Complaints received during 2020/21**

Report from: Monitoring Officer

Report Author: Debbie Storr

Wards: All

1.0 Summary and Conclusions

1.1 Feedback is very important to help us better understand the customer's needs and concerns and can help identify possible avenues of service improvement. This report presents an update to Members on the number of complaints and compliments received during 2020/21 (April, 2020 – March, 2021).

2.0 Recommendation

It is recommended that the Audit and Governance Committee receive and note the report.

3.0 Background and Proposals

3.1 It was agreed at the Audit and Governance Committee held on 1st October, 2020 that regular reports would be presented on compliments, customer feedback and complaints. All complaints and compliments are managed and recorded by the Democratic Services Team. Quarterly reports are presented to Management Team.

3.3 Whilst complaints up to December 2020 have previously been reported to Committee, this report presents an update for the period April, 2020 to March, 2021. During the last municipal year there were 43 stage 1 complaints received compared to 52 in the previous financial year and 8 appeal stage complaints received compared to 7 in the previous financial year. The reasons for the complaints are wide and varied and there is no underlying trend in those two years. Appendix 1 shows the complaints received by service area for both Stage one and Appeal Stage complaints.

3.4 In terms of response times 86% of complaints received were answered within the 10 working day target for stage 1 complaints, and 75% were answered within the

20 working target for stage 2 complaints. The team will continue to work with Officers to increase the percentage against the target at stage 1.

3.5 Appendix 1 also shows a more detailed breakdown of the stage 1 complaints by Department and also by complaint category. The data collated is useful to identify trends and assist with service improvements. No underlying trends have been identified during 2020/21.

3.6 During the reporting period 42 compliments were received and noted corporately. Details of the service area are shown in Appendix 2. This does not include the visitor comments at e.g. the Dock Museum. Service areas have been requested to ensure that any compliments received are logged corporately. Quarter 1 and subsequent reports for 2021/22 will be reported to a future meeting.

3.7 Members are asked to receive the report.

4.0 Consultation

Not applicable

5.0 Alternative Options

5.1 There are no alternative options, the report is to note.

6.0 Links to Council Priorities

6.1 Links to the Council priorities in relation to excellence

7.0 Implications

Financial, Resources and Procurement

7.1.1 Not applicable

Legal

7.1.2 Not applicable

Equality and Diversity

7.2 Have you completed an Equality Impact Analysis? No – not applicable

Risk

Risk	Consequence	Controls required
Reputational risk as a result of complaints	The reputation of the council is diminished	Regular review of the complaints policy and proactive monitoring of complaints

Contact Officers

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Appendices Attached to this Report – *If none, please state none or delete section*

Appendix No.	Name of Appendix
1	Complaints Data 1 April 2020 – 31 March 2021
2	Details of compliments logged

Background Documents Available

None