



# Corporate Complaints Update

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Feedback & Complaints Team  
16 February 2023

# Recommendations from 17<sup>th</sup> Nov 2022 Meeting

- Directors ensure that complaint response times are met in a timely manner and are built into their Service Plans;
- options are explored to capture equalities and geographical data within the complaints system;
- a breakdown of complaints from Amey and Veolia is provided to the Committee, and information on how their complaints are dealt with;
- these recommendations are shared with Kate Josephs, Chief Executive of Sheffield City Council;
- a report on the findings of these recommendations is added to the work plan and brought to the meeting of the Committee on 16 February 2022; and
- Sheffield City Council responds to any findings in a way that enhances its reputation as a caring organisation that listens to its population.

# Actions since last meeting.....

- Update to Annual Corporate Report 21/22 (amended top CEX enquiry figures) – [Appendix 3](#)
- Attendance at Performance & Delivery Board
  - Approval of Delegation to Directors sign off process for formal complaints
  - Approval of Corporate Complaints Improvement Plan - [Appendix 2](#)
- Finalisation of 2022/23 Q3 Corporate Complaints Performance results
- Attendance at various SMT's
- Commencement of System/Process Reviews – Feb 2023
- Drafted Training Plans to commence March 2023

# Whole Council Corporate Complaints Results Summary- 2022-2023 Q3

## Ombudsman

- Overall Ombudsman Summary Q3 YTD: 65 ombudsman enquiries/referrals Q3 YTD – services with highest numbers are: [Housing & Neighbourhood Services \(15%\)](#); [SENDARS \(11%\)](#) and [Streets Ahead \(11%\)](#)

### **From an outcome perspective the Ombudsman has closed 65 complaints Q3YTD:**

- 11 deemed premature and referred back to the Council to deal with;
- 32 closed following initial enquiries (no further action/outside jurisdiction);
- 5 Not Upheld (No Maladministration/no further action);
- 4 Upheld (No further action/injustice remedied by LA);
- [12 Upheld \(maladministration/injustice\)](#) and [1 Report \(maladministration/injustice\)](#).

## Learnings & Remedies

- Of the possible\* 117 complaints which could have had a remedy/service improvement recorded against them, **only 24 (21%)** complaints have a remedy/service improvement recorded against them.
  - [A total of 36 remedies/service improvements](#) have been recorded against these 24 complaints: 33 relate to service improvements and 1 relates to a financial remedy (compensation payment) and 2 relate to a financial remedy (refund).
- \* this discounts staff input errors, problem solved complaints and withdrawn complaints

## Surveys

- Of the 273 surveys sent out this quarter, [only 23% responded](#) and [30% of those responding declared they had a disability](#).
- Of the total number of [responses 91% scored 'overall satisfaction' of handling their case as <5](#) (scored out of 10 where 10 is maximum score)

## Whole Council Corporate Complaints Results Summary- 2022-2023 Q3

		Problem Solving	Investigations	Investigation Reviews	Withdrawn
<b>No. of new complaints received excl partners</b>	<b>1814</b>	51.3%	47.3%	1.0%	0.4%
<b>Services with most complaints</b>					
	Repairs & Maintenance	46%			
	Customer Services	16%			
	Finance	14%			
<b>No. of complaints resolved</b>	<b>1805</b>	57.0%	40.9%	1.3%	0.8%
<b>Average Response time all complaints*</b>	12	8	15	43	49
<b>No. of open cases at quarter end (all stages)</b>	432				
<b>Average age of open complaints at quarter end*</b>	68				
<b>% problem solving resolved in 3 days</b>					
<b>Target 75%</b>	<b>55%</b>				
<b>% investigations resolved in 20 working days</b>					
<b>Target 80%</b>	<b>81%</b>				
<b>% inv. reviews resolved in 20 working days</b>					
<b>Target 80%</b>	<b>33%</b>				
<b>Quality Assurance - Target 85%</b>	<b>85%</b>				
<b>Escalations</b>	<b>2%</b>				

# Complaints Service Improvement Plan

See Appendix 2

## Priorities:

- System/Process Review and improved recording processes – Mandatory Fields
- Consistency of Recording
- Quality of Recording
- Timely & Improved Reporting
- Learnings & Service Improvements
  - Learnings Dashboard Development
- Implementation of Delegation to Directors formal sign off process
- Development of Customer Survey Process & reporting
- Improved Equality Monitoring and deep dive into services delivering services to persons with a protected characteristic
- Inclusion of more detailed partner performance results in annual corporate complaints report

## Recommendations

- Approval of the Corporate Complaints Improvement Plan for the period November 22-March 2024
- Bi-annual attendance at this Committee meeting to discuss performance against the Improvement Plan. (This will include our partner's performance against agreed KPIs).



**We will enhance our reputation as a caring organisation that listens to its population**

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Any Questions ?