

APPENDIX 1

TITLE	AUTHOR	ITEM	MEETING DATE
Councillor Call for Action Performance Digest	James Coumbe, Performance Officer, Chief Executive's	Appendix 1	5 th October 2010

1 Introduction

1.1 This is the proposed six-monthly grievance analysis report (version 1) which draws together information from corporate complaints and Members Enquiries databases. Data is currently split down to LAP level to facilitate analysis of major or persistent problems/grievances experienced by residents.

1.2 This report looks at data for the period between January 2010 and June 2010 (Q4 2009/10 to Q1 2010/11)

1.3 Housing caveat

The decision was taken to exclude housing complaints and Members Enquiries from the main analysis due to the large volume of these complaints/enquiries. Members are already very aware of the resident concerns surrounding housing, and therefore to include them could obscure other issues that may be emerging.

2 Key messages

2.1 Based on analysis of data over the period, the following areas are highlighted for OSC consideration:

- LAP 5 has the highest concentration of Members Enquiries per 1000 population and third highest concentration of complaints during the 6 month monitoring period (LAP 8 has the lowest concentration of both)
- Homeless Services is the top ranked Members Enquiry theme in the borough for the 6 month monitoring period, and in highest ranked theme in every LAP except 8.
- Parking is the highest ranked complaint theme in the borough, and highest in LAPs 2, 4 and 8.
- The biggest reduction in complaints, between Q4 and Q1, was in Contact Centres, down by 10 (29 to 19)

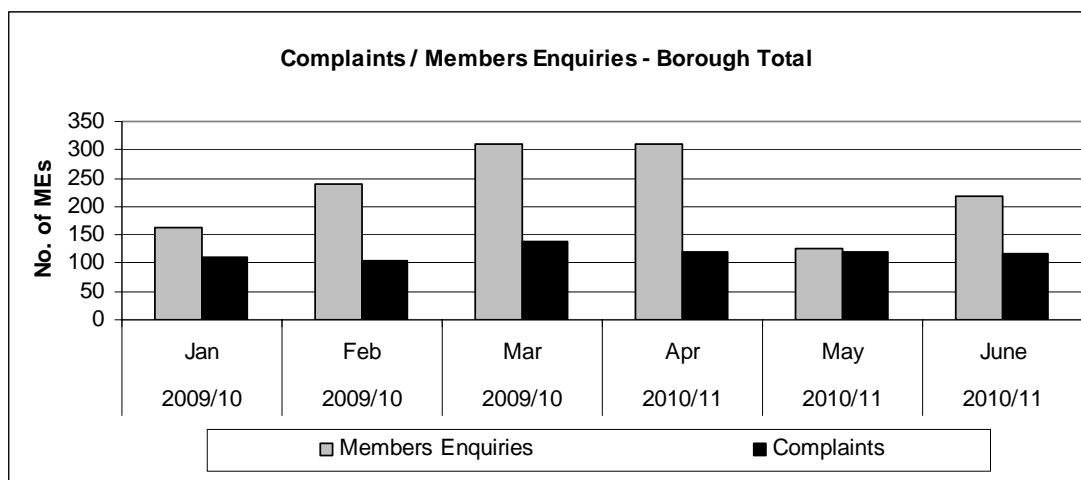
- The biggest increase between Q4 and Q1 was in Business and Elections Team, up by 11 (from 1 to 12)
- The biggest reduction in MEs between Q4 and Q1 was in the Anti Social Behaviour Unit, down by 22 (43 to 21)
- The biggest increase between Q4 and Q1 was Environmental Health and Protection, up by 18 (from 35 to 53)

2.2 Overview and Scrutiny is asked to:

- Consider the data contained within the report;
- Pay special attention to the areas highlighted above by the performance team, and consider if any action is necessary; and
- Consider any changes they would like to the presentation of information within the report that would aid their analysis.

3 Borough Overview/Context

3.1 Total Number of Complaints and Members Enquiries

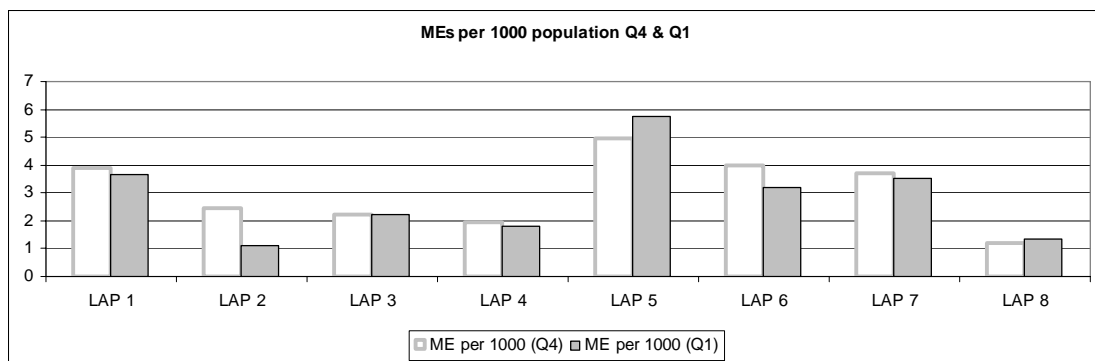
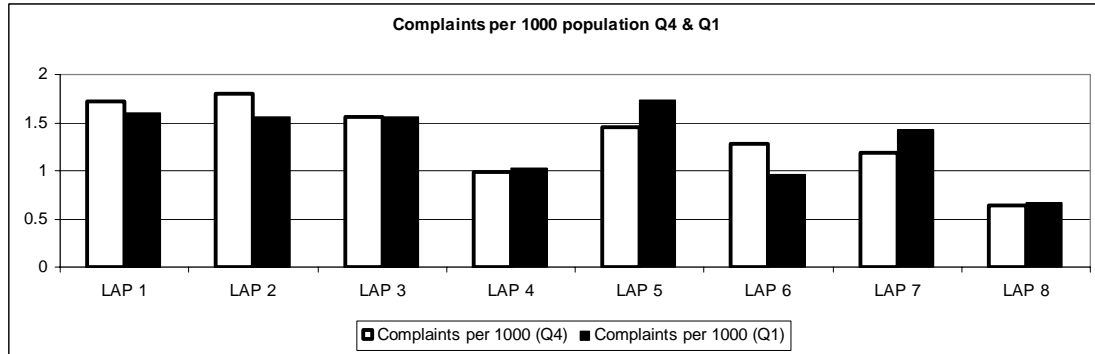


Analysis

- The level of complaints over the 6 month period (Q4/Q1) remained stable, showing no significant increase or decrease.
- Members Enquiries volumes steadily increased, peaking in April and sharply falling off in May, before beginning to build again in June.
- The general and local election held in early May most likely accounts for the increased ME activity.
- There is no general relationship between levels of complaints and Members Enquiries for the borough overall.

3.2 Complaints/Members Enquiries per 1000 population

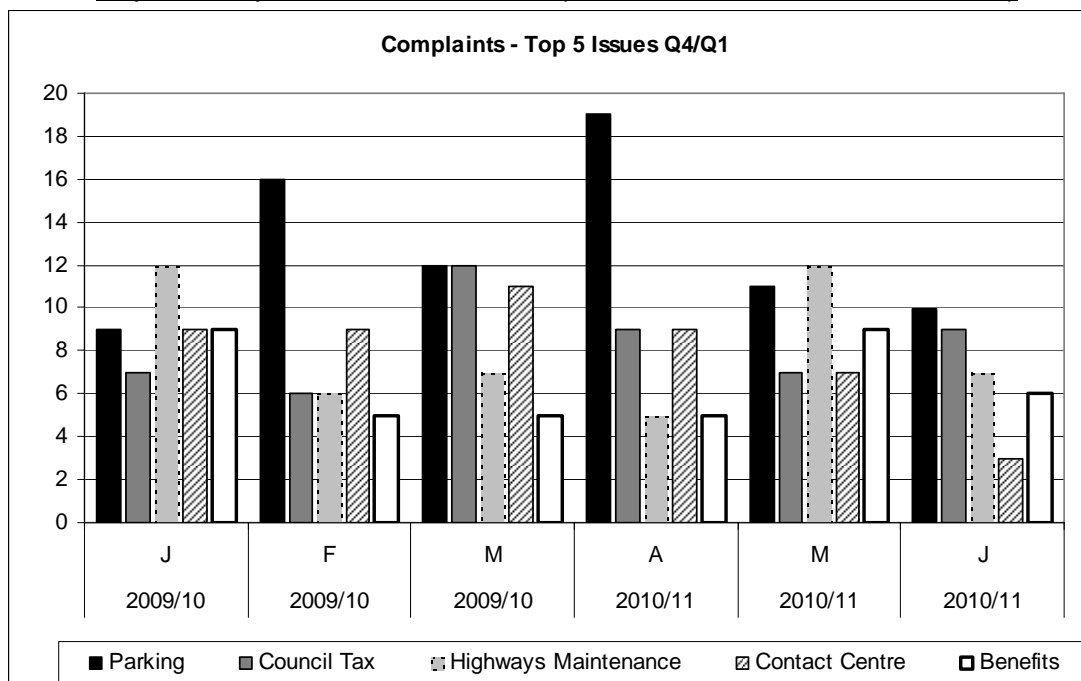
These graphs highlight the number of complaints and Members Enquiries received per 1000 population in each LAP area, therefore providing a standardised measure of the level of activity.



Analysis

- LAP 5 has the highest concentration of Members Enquiries per 1000 population and third highest concentration of complaints during the 6 month monitoring period.
- LAP 8 has the lowest concentration of complaints and Members Enquiries during the monitoring period.
- Future quarterly data will be required to determine meaningful trend information for this measure.

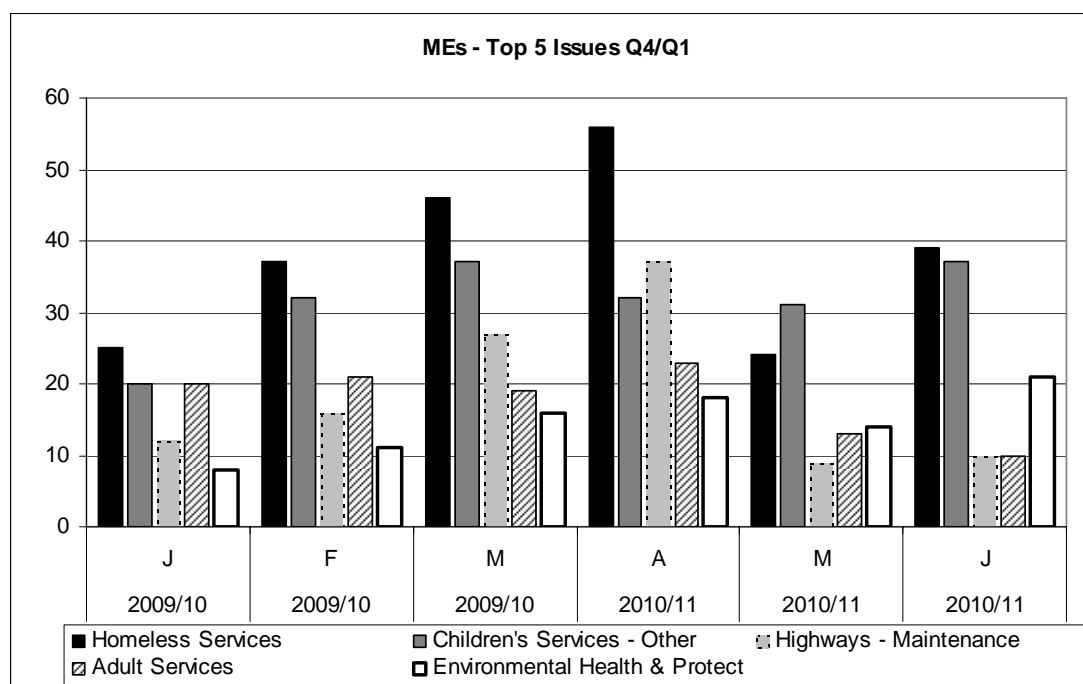
3.3 Top 5 Complaint themes overall (6 months Q4 09/10 – Q1 10/11)



Analysis

- The top 5 complaint areas for the whole borough were:
 - Parking;
 - Council Tax;
 - Highways Maintenance;
 - Contact Centres; and
 - Benefits.
- There were 263 complaints across these 5 areas, accounting for 37% of all complaints received during this period.
- There were no major trends across the period, though there was a gradual improvement in Contact Centre complaint volumes between March and June.
- In future analysis, taking this period as a baseline, this report will highlight “New entries” and “drop outs” from this basket of top 5 complaint areas.

3.4 Top 5 Members enquiry themes overall (current monitoring period)



Analysis

- The categories where most enquiries were recorded for the borough in this period were:
 - Homeless Services;
 - Children's Services – Other;
 - Highways – Maintenance;
 - Adult Services; and
 - Environmental Health & Protect.
- There were 721 enquiries across these 5 areas, which account for 35% of all the enquiries received in this period.
- The broad trend in all areas showed gradual increase in volumes, peaking in April, and then sharply falling in May. The exception to this trend is enquiries regarding Children's Services – Other, which maintain a relatively stable volume across the monitoring period.
- In future analysis, taking this period as a baseline, this report will highlight "New entries" and "drop outs" from this basket of top 5 complaint areas.

4 LAP Scorecards

4.1 "Scorecards" for LAPs 1-8 are below. The general format of the analysis for each LAP is as follows:

LAP X Summary

- *Total Number of Complaints and % of borough total*
- *The rate of complaint per 1000 population. This measure is intended to address the fact that some LAPs have larger populations than others and present a balanced picture of the level of complaints.*
- *Total Number of Members Enquiries and % of borough total*
- *The rate of ME per 1000 population.*

Complaints Analysis

- *Level of overlap between "Top 5" complaint themes in the LAP and those in the Borough as a whole, plus themes specific to this LAP.*
- *The amount of complaints that this "Top 5" represent for the LAP, to indicate whether issues are focussed on key problems (high percentage) or relatively diverse (lower percentage).*
- *Any trend information that can be highlighted. Given the low number of complaints at individual LAP levels, we must be careful not to misinterpret sudden changes in complaint levels.*

Members Enquiries Analysis

- *Level of overlap between "Top 5" ME themes in the LAP and those in the Borough as a whole, plus themes specific to this LAP.*
- *The amount of MEs that this "Top 5" represent for the LAP, to indicate whether issues are focussed on key problems (high percentage) or relatively diverse (lower percentage).*
- *Any trend information that can be highlighted. Given the low number of MEs at individual LAP levels, we must be careful not to misinterpret sudden changes in volumes.*

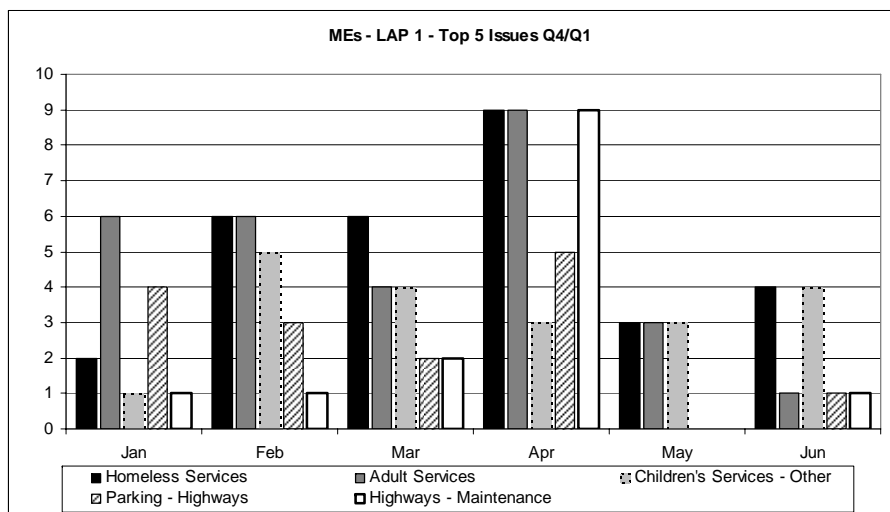
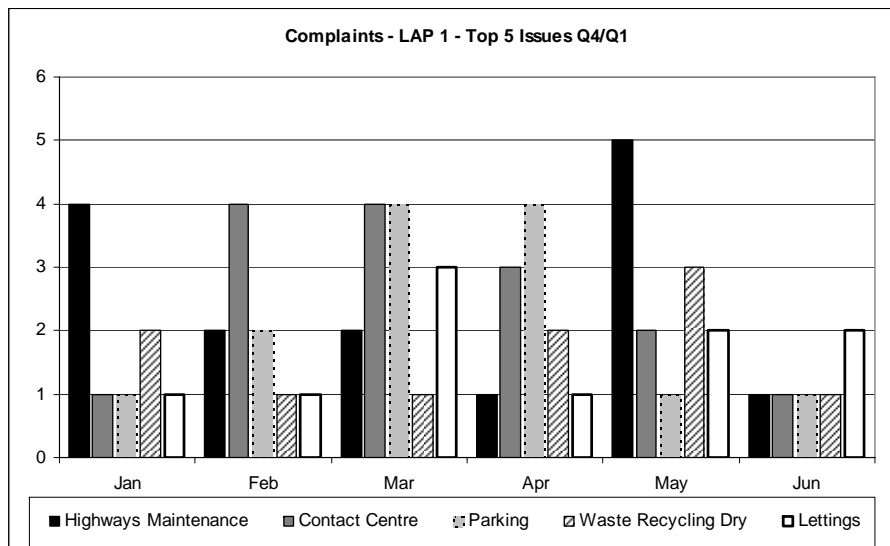
LAP Highlights

4.2 When analysing LAP level data, due to the low volumes involved, a few additional complaints or enquiries can appear to have a large impact on the overall picture. Below is a list of possible areas for further enquiry:

- In LAP 1 there is a small increase in Highway Maintenance in both Members Enquiries (during April) and complaints (during May)
- In LAP 3 there was an increase in Homeless Services complaints and Members Enquiries in June.
- In LAP 5 Homeless Services Members Enquiries go against the overall borough ME trend of a sharp decline in May, and remain at a high level April through June.
- In LAP 6 there is an increase in Council Tax complaints in June.

- 4.3 In future LAP scorecard analysis, taking this monitoring period as a baseline, this report will highlight “New entries” and “drop outs” from the basket of top 5 complaint/ME themes.
- 4.4 It should also be noted that as more data is available for comparison, we will be better able understand the significance in small changes in complaint volumes, as we will be able to make year-on-year comparisons, identify seasonal trends etc.

LAP 1 Analysis



LAP 1 Summary

- There were 133 complaints (19% borough total)
- This is a rate of 3.32 per 1000 population, second highest in borough
- There were 302 Members Enquiries (22% of borough total)
- This is a rate of 7.5 per 1000 population, second highest in borough

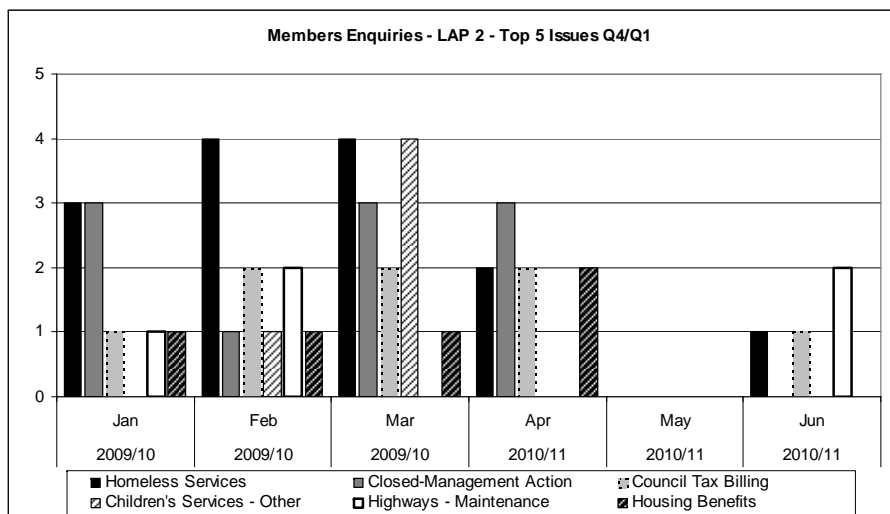
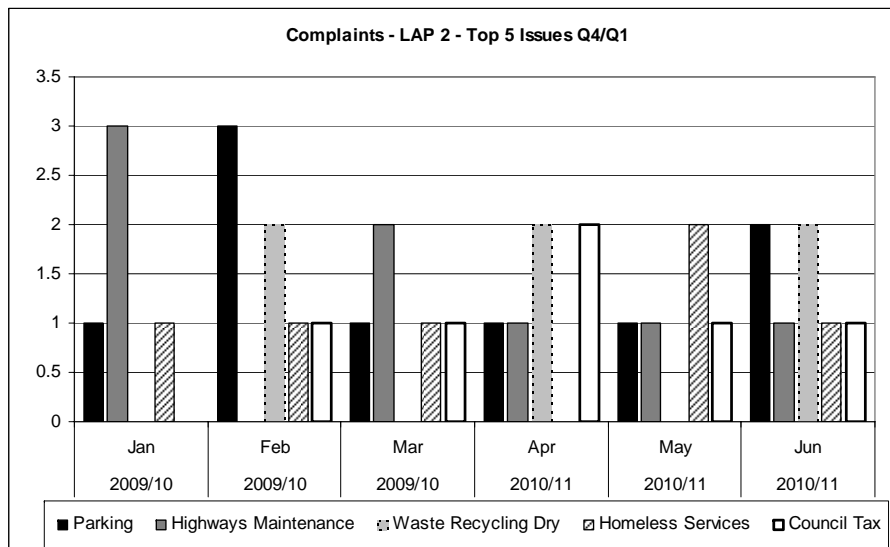
Complaints Analysis

- Top 5 themes are in line with borough as whole sharing 3 out of 5 themes. Additional complaint areas include Waste Recycling Dry and Lettings.
- These represent 47% of complaints in LAP 1 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

Members Enquiries Analysis

- Top 5 themes are in line with borough as whole, sharing 4 out of 5 themes. LAP 1 also included Parking – Highways.
- These represent 36% of Members Enquiries in LAP 1 as a whole
- Given the low number of Members Enquiries at LAP level, no meaningful trend information can be highlighted, other than the broad trend for increasing ME volumes until April.

LAP 2 Analysis



LAP 2 Summary

- There were 82 complaints (12% borough total)
- This is a rate of 3.35 per 1000 population, the highest in borough
- There were 87 Members Enquiries (6% of borough total)
- This is a rate of 3.5 per 1000 population, second lowest in the borough

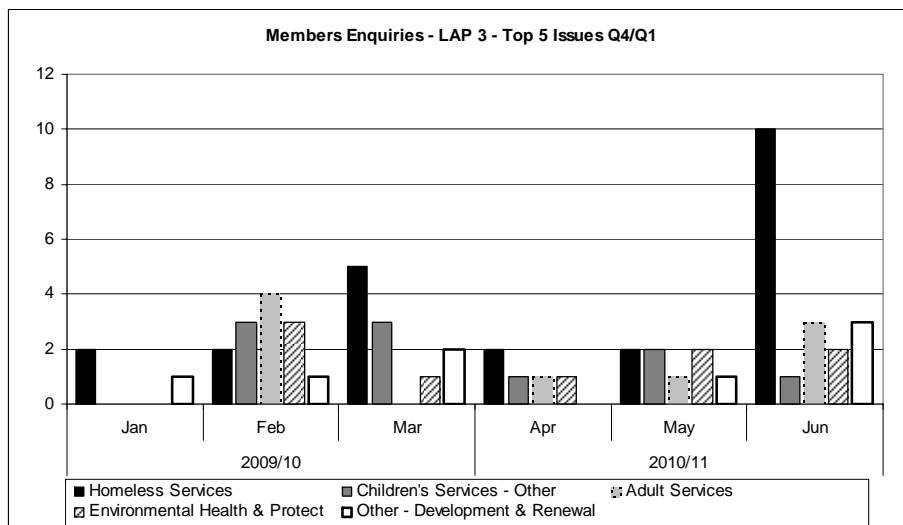
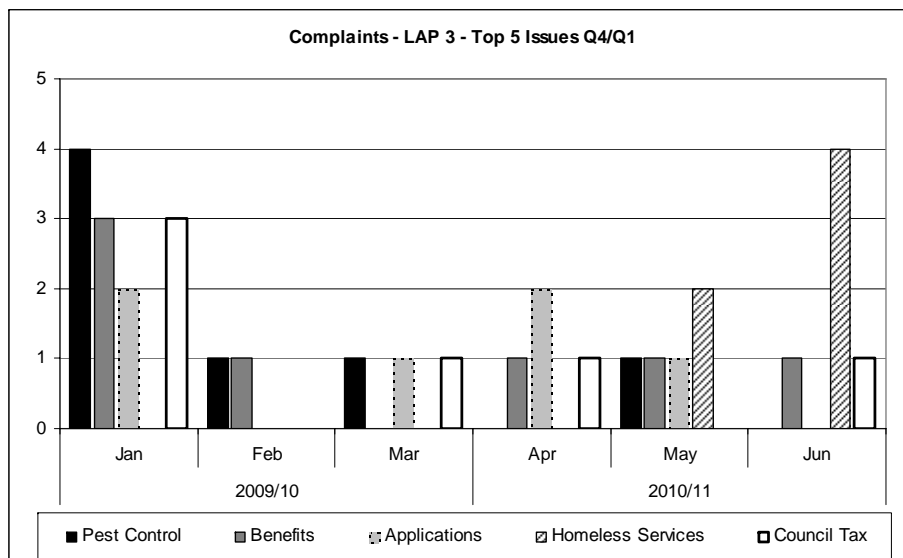
Complaints Analysis

- Top 5 themes are in line with borough as a whole, sharing 3 out of 5 themes. LAP 2 also included Waste Recycling Dry and Homeless Services.
- These represent 43% of complaints in LAP 2 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

Members Enquiries Analysis

- 2 ME themes were equally ranked at 5th highest with 5 enquiries each, therefore there are 6 themes listed for this LAP.
- This LAP shares 3 themes with the overall borough, but also includes Council Tax Billing and Housing Benefits as issues.
- These represent 54% of complaints in LAP 2 as a whole.
- Given the low number of Members Enquiries at LAP level, no meaningful trend information can be highlighted, other than the broad trend for increasing ME volumes until April.

LAP 3 Analysis



LAP 3 Summary

- There were 88 complaints (12% borough total)
- This is a rate of 3.11 per 1000 population, fourth highest in borough
- There were 126 Members Enquiries (9% of borough total)
- This is a rate of 4.4 per 1000 population, fourth lowest in borough

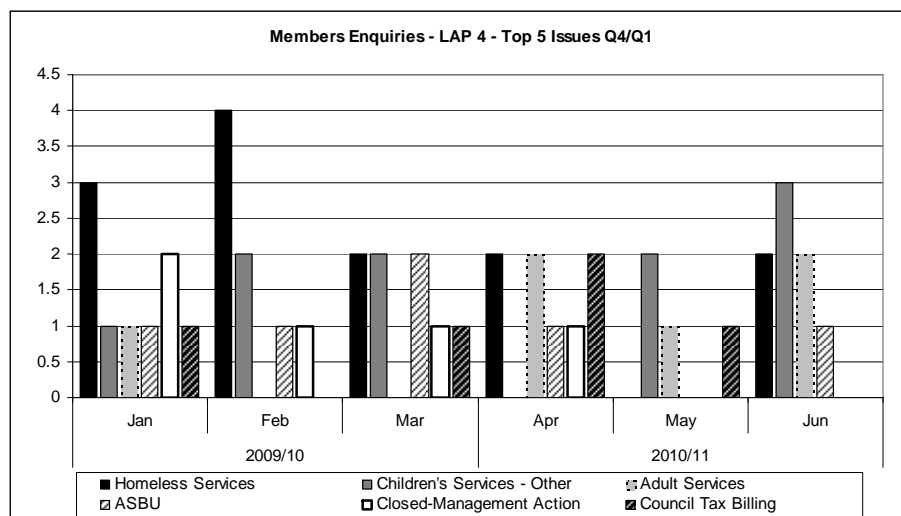
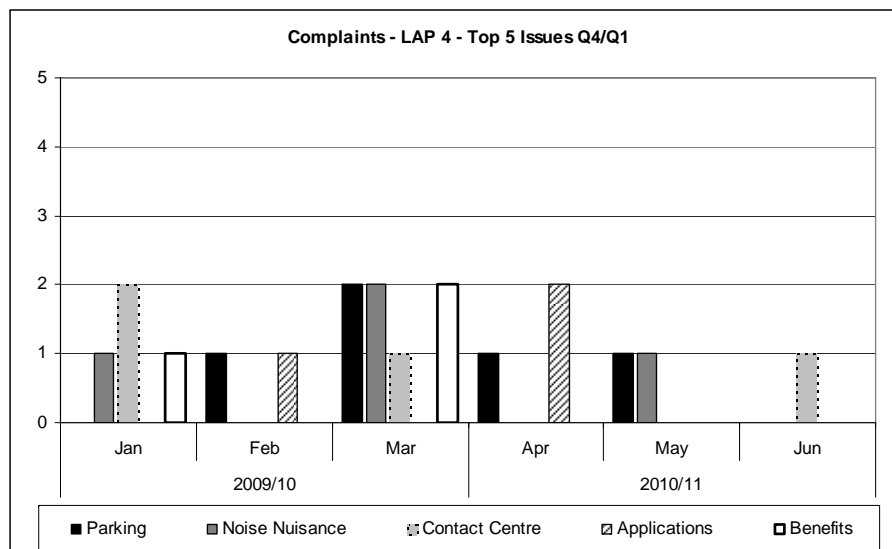
Complaints Analysis

- There is some overlap between LAP 3 Top 5 themes and the borough as a whole – they share 2 out of 5 issues. LAP 3 complaint areas also include Pest Control, Applications & Homeless Services.
- These represent 36% of complaints in LAP 3 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted, though there is a sudden increase in Homeless Services complaints from 0 to 6 in May/June.

Members Enquiries Analysis

- Top 5 themes are in line with borough as a whole, sharing 4 out of 5. The theme particular to this LAP is Other – Development & Renewal.
- These represent 47% of Members Enquiries in LAP 3 as a whole
- LAP 3 diverges slightly from the overall trend for increasing volume until April, remaining relatively steady between January – May. June sees a sharp increase in Homeless Service enquiries.

LAP 4 Analysis



LAP 4 Summary

- There were 51 complaints (7% borough total)
- This is a rate of 2.02 per 1000 population, second lowest in borough
- There were 95 Members Enquiries (7% of borough total)
- This is a rate of 3.8 per 1000 population, third lowest in borough

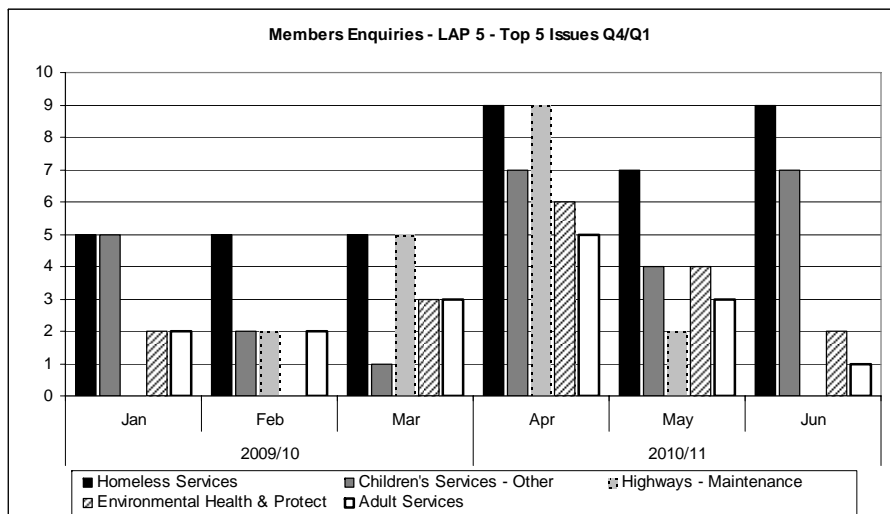
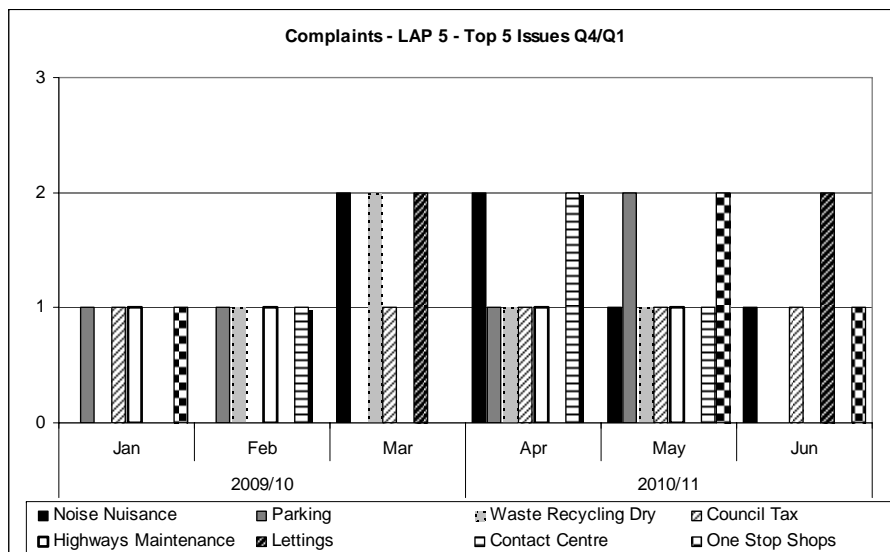
Complaints Analysis

- Top 5 themes are in line with borough as whole, sharing 3 out of 5 themes. LAP 4 complaint areas also include Noise Nuisance and Applications.
- These represent 37% of complaints in LAP 4 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

Members Enquiries Analysis

- 2 ME themes were equally ranked at 5th highest with 5 enquiries each, therefore there are 6 themes listed for this LAP.
- Top 6 themes share 3 out of 5 borough themes. In addition LAP 4 includes Anti-Social Behaviour Unit and Council Tax Billing.
- These represent 47% of Members Enquiries in LAP 4 as a whole
- LAP 4 loosely shares the overall borough trend, with fewest enquiries being received in May.

LAP 5 Analysis



LAP 5 Summary

- There were 70 complaints (10% borough total)
- This is a rate of 3.19 per 1000 population, third highest in borough
- There were 235 Members Enquiries (17% of borough total)
- This is a rate of 10.7 per 1000 population, **highest** in the borough

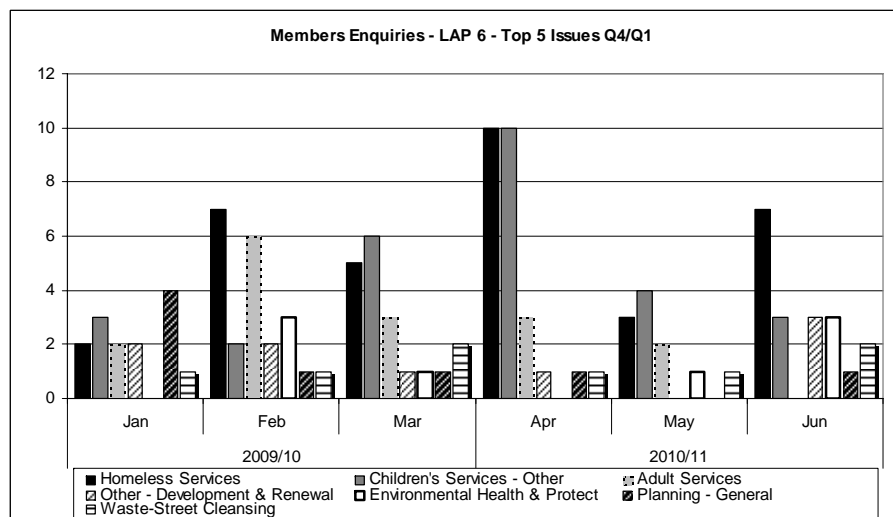
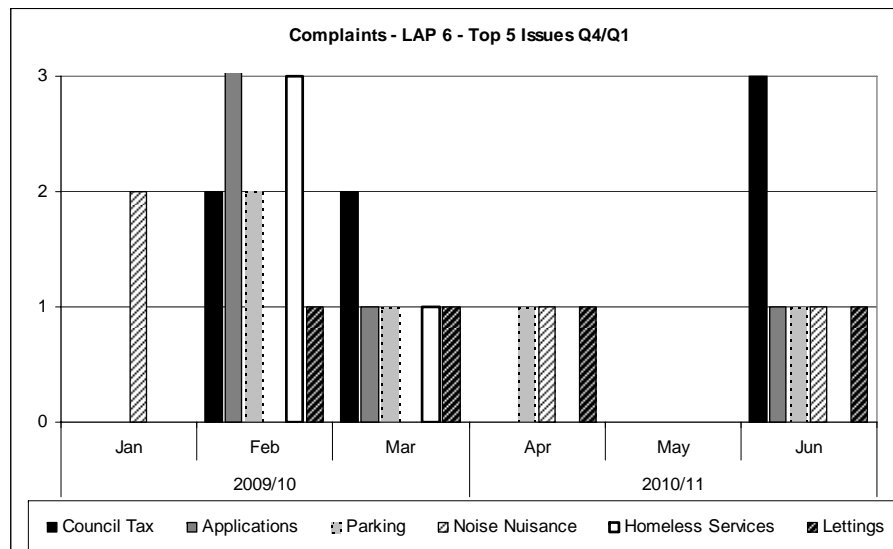
Complaints Analysis

- 4 complaint themes were equally ranked in 5th place with 4 complaints each, therefore there are 8 complaint themes listed in this LAP.
- Only Benefits complaints were not shared with the borough as a whole. Complaint areas specific to this LAP included Noise Nuisance, Waste Recycling Dry, Lettings, and One Stop Shops.
- These represent 53% of complaints in LAP 5 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

Members Enquiries Analysis

- Top 5 themes are almost exactly in line with borough as whole, sharing all 5 themes and a similar ranking.
- These represent 50% of Members Enquiries in LAP 5 as a whole
- LAP 5 shares the overall trend of a peak in April. Homeless Service enquiries are consistently high throughout April-June, bucking the borough trend for a sharp reduction in all enquiries during May.

LAP 6 Analysis



LAP 6 Summary

- There were 63 complaints (9% borough total)
- This is a rate of 2.23 per 1000 population, third lowest in borough
- There were 203 Members Enquiries (15% of borough total)
- This is a rate of 7.2 per 1000 population, fourth highest in borough

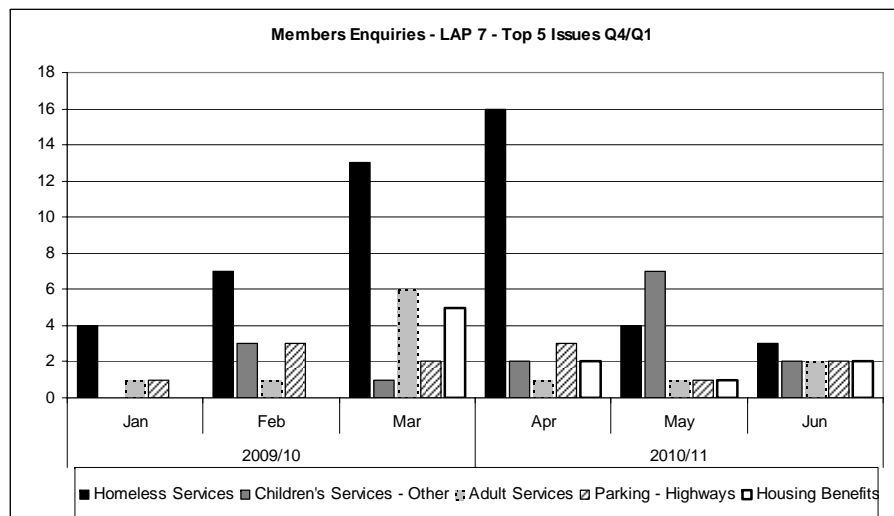
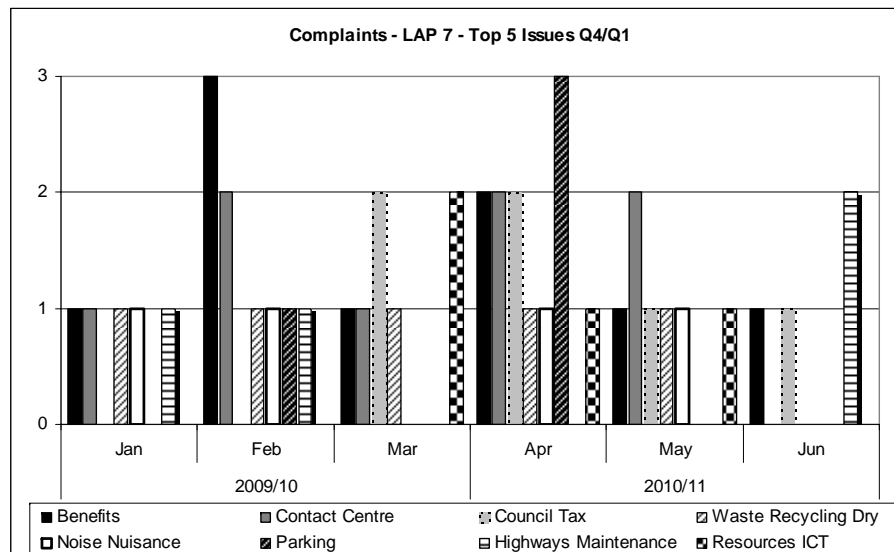
Complaints Analysis

- There is some overlap between LAP 3 Top 5 themes and the borough as a whole – they share Council Tax and Parking as issues. Top 5 LAP 6 complaint areas include Parking, Homeless Services and Lettings.
- These represent 48% of complaints in LAP 1 as a whole.
- There is a resurgence in Council Tax complaints in June.

Members Enquiries Analysis

- 3 ME themes were equally ranked in 5th place, therefore there are 7 themes listed for this LAP.
- It shares 4 out of 5 themes with the borough as a whole, but also includes Other – Development and Renewal, Planning – General, and Waste Street Cleaning.
- These represent 55% of Members Enquiries in LAP 6 as a whole
- Given the low number of Members Enquiries at LAP level, no meaningful trend information can be highlighted, other than the broad trend for increasing ME volumes until April.

LAP 7 Analysis



LAP 7 Summary

- There were 73 complaints (10% borough total)
- This is a rate of 2.61 per 1000 population, fourth lowest in borough
- There were 202 Members Enquiries (15% of borough total)
- This is a rate of 7.2 per 1000 population, third highest in borough

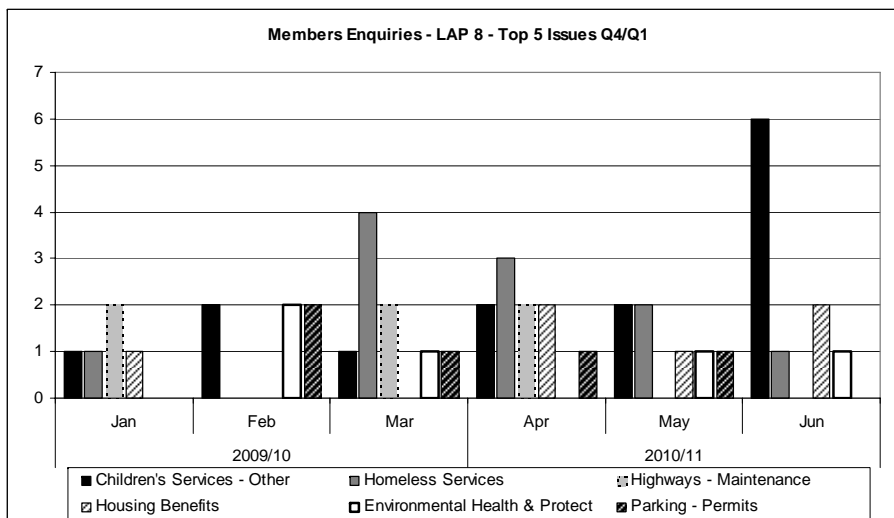
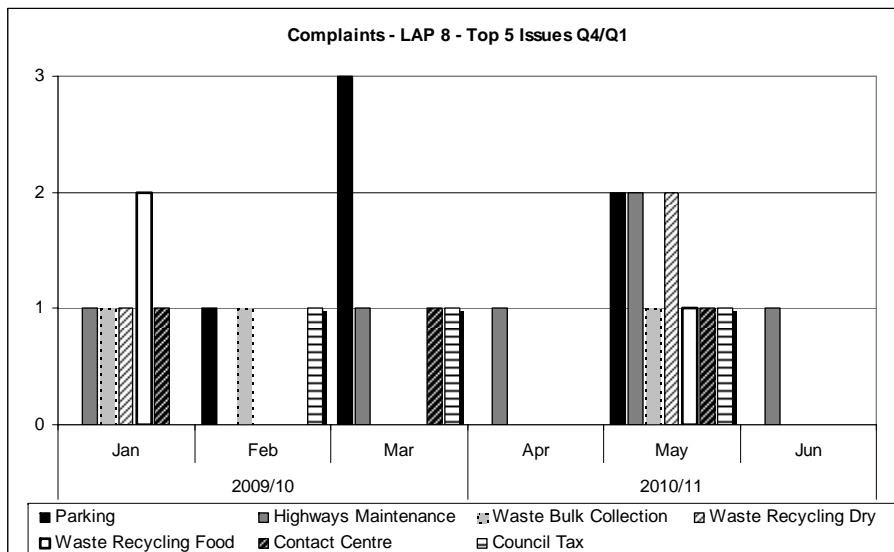
Complaints Analysis

- 4 complaint themes were equally ranked in 5th place with 4 complaints each, therefore there are 8 complaint themes listed in this LAP.
- All 5 borough themes are shared by LAP 7 (Parking, Highways Maintenance, Contact Centre, Council Tax and Benefits). Top 5 LAP 7 complaint areas also include Waste Recycling Dry, Noise Nuisance and Resources ICT.
- These represent 60% of complaints in LAP 7 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

Members Enquiries Analysis

- LAP 7 shares 3 out of 5 themes with the borough as a whole. In addition, it highlights Parking – Highways and Housing Benefits.
- These represent 47% of Members Enquiries in LAP 7 as a whole
- The overall trend of increasing volumes until April, followed by decline, is particularly pronounced in Homeless Services enquiries.

LAP 8 Analysis



LAP 8 Summary

- There were 51 complaints (7% borough total)
- This is a rate of 1.3 per 1000 population, lowest in the borough
- There were 99 Members Enquiries (7% of borough total)
- This is a rate of 2.54 per 1000 population, the **lowest** in the borough

Complaints Analysis

- 4 complaint themes were equally ranked in 4th place with 3 complaints each, therefore there are 7 complaint themes listed in this LAP.
- LAP 8 shares 4 issues with the overall borough Top 5. LAP 8 complaint areas also include Waste Recycling Dry, Waste Bulk Collections, and Waste Recycling Food.
- These represent 53% of complaints in LAP 8 as a whole.
- Given the low number of complaints reported overall, no meaningful trend information can be highlighted.

Members Enquiries Analysis

- 2 ME themes were equally ranked in 5th place; therefore this LAP has 6 themes.
- The themes in this LAP share 4 with the Top 5 in the Borough as a whole, and in addition include Housing Benefits and Parking Permits.
- These represent 47% of Members Enquiries in LAP 8 as a whole
- LAP 8 very loosely follows the overall pattern for increasing volumes until April.