

AGENDA ITEM NO.

REPORT TO:	Customers, Performance, Resources & Governance Scrutiny Committee
REPORT NO:	HCCS/61/18S
DATE:	19 December 2018
LEAD MEMBER:	Councillor David Kelly - Lead Member for Organisation - Planning and Corporate Services
CONTACT OFFICER:	Helen Gerrard, Customer Services Manager (Tel: 298951)
SUBJECT:	Customer Services & Complaints – 6 monthly Report to Sept 2018
WARD:	n/a

1. PURPOSE OF THE REPORT

To provide Members with details of the Councils Customer Services & Complaints for the period April to October 2018 including performance and reasons for customers contact.

2. EXECUTIVE SUMMARY

- 2.1 Wrexham Council has a corporate priority to continue to modernise our services. We are committed to developing our on-line services to allow more customers to engage with the council digitally. We are also committed to supporting those customers who are less comfortable or unable to use digital channels through the continued provision of traditional channels such as face to face and telephony.
- 2.2 The Council's Customer Services (both Corporate & Housing) & Complaints functions support a number of the Councils key objectives including:
- Enhancing our service to customers
 - Modernising the Council through the provision of digital services and
 - Improving the accessibility of services to all customers including through the medium of Welsh

- 2.3 This report aims to enable Members to understand performance against achieving these objectives and in particular to highlight: the volume of customer contacts and complaints received, the methods which customers use to contact us, the reasons why they contact us and our corporate performance in responding to this.
- 2.4 This data is also submitted to the Council's Senior Leadership Team on a quarterly basis and enables Heads of Departments to take actions where appropriate to manage areas of high demand, to address services generating complaints and to maximise the use of digital services.

3. RECOMMENDATIONS

- 3.1 **That Members of the Committee formulate their conclusions and recommendations based on the information in the report and the discussion at the meeting.**

REASONS FOR RECOMMENDATIONS

- (i) To ensure continued performance against the Council's corporate priority to ensure we continue to modernise our services.

4. BACKGROUND INFORMATION

- 4.1 The Council's Customer Care performance is generally good and continues to improve. Only 103 formal complaints were made during this period of which less than 70 were upheld or partially upheld by the Councils' Corporate Complaints Team and only 2 upheld by the Ombudsman. This suggests that our internal complaints investigation processes both at the informal and formal stages are working well.
- 4.2 The volumes of complaints should also be considered in the context of the 237,000 recorded contacts with customers during this same period - with formal complaints representing less than 0.5% of all customer contacts.
- 4.3 Positive feedback has also been received from customers with over 109 formal compliments recorded and this is supported by customer satisfaction measures which show 90% of customers satisfied with the service they receive from the Contact Centre and 74% satisfied with the service they receive from the Council overall.
- 4.4 The provision of digital services to customers is also becoming increasingly popular with over 13,000 customers signed up to the My Account service representing almost 20% of the adult population in Wrexham. Recent developments include Pupil Deprivation Grant, Council Tax services for single person discount, vacant property exemption and direct debit and integration of the My Account and My Alerts Services.

4.5 Analysis of complaints, compliments and customer experience through the Contact Centre has led to a number of changes. Improvements have been made to the information provided to customers regarding school admissions and estates management; the process for applying for concessionary travel passes has been improved by migrating this to Contact Wrexham and customers can now access a range of partner services such as WFIS and Royal British Legion through Contact Wrexham.

4.6 Members are asked to view the appendices attached for further details:

- **Appendix 1 Customer Services _Complaints Scorecard** - provides an overview of performance against a range of measures separated into provision in English and Welsh.
- **Appendix 2 Corporate Complaints & Compliments Overview** provides a pictorial representation of the number and type of formal and informal complaints received along with the number and type of compliments. It is supported by the **Appendix 2A Corporate Complaints details** providing further information on the complaints received and the remedies undertaken.
- **Appendix 3 Corporate Contact Centre Overview** provides a similar pictorial representation of the number and type of contacts received through the Corporate Contact Centre and is supported by **Appendix 2A Corporate Contact Centre details** providing further information on the contacts received and the improvements undertaken.

4.7 A number of recommendations were made by CPR&GSC following the submission of the previous Customer Services & Complaints report (HCCS/SWD/40/18) in June 2018. These are listed below along with the appropriate update:-

- That Officers liaise with the Environment and Planning Department to highlight differences between the appeal process for FPNs and complaints made against Kingdom relating to environmental enforcement.

No longer relevant due to decision to terminate Kingdom contract

- That the target for the performance measure in relation to compliments received reference an “increase”, rather than quote a figure.

Amended – see Appendix 1

- That the target for % of customers who signed up to on-line self-service in Welsh be reviewed as it is considered that the target of 15% is not achievable.

Amended- see Appendix 1 – now expressed as a % of all WORKING AGE Welsh speakers

- That ways to promote and clarify the corporate complaints procedure be included in the next report.

Clarification included in Appendix 2A. Details of how to complain are included in the website [Complaints & Compliments - WCBC](#)

- That details of complaints upheld by the Public Services Ombudsman Wales, redacted as required, be included in a report to Committee in December.

Incorporated - See Appendix 2A

- 4.8 **Policy Framework** – The performance measures outlined in the report reflect the key measures in the Council Plan 2017- 22 which contribute to the corporate theme of Organisation (Priority outcome O1 – Continuing to Modernise our Services.)
- 4.9 **Budget** – None
- 4.10 **Legal** – None
- 4.11 **Staffing** – None
- 4.12 **Equality/Human Rights** – See Screening EIA: CCS/EIA00206/2018. A full EIA is not required as this report is for information only. The report focuses on the performance of the Council against key initiatives which have individual EIA’s completed. Equality issues are also regularly monitored through customer satisfaction surveys.
- 4.13 **Risks** – None
- 4.14 **Consultation** – Full consultation is undertaken on specific projects and change proposals.
- 4.15 **Evaluation of options** – N/A

BACKGROUND PAPERS	LOCATION	WEBSITE INFO.
ICT & Digital Strategy	Website	ICT & Digital Strategy
Customer Care Standards	Website	Customer Care Standards
Customer Services Strategy	Website	Customer Services Strategy
Customer Care Standards April	Website	http://moderngov.wrexham.gov.uk/documents/s12089/Report.pdf