

dorsetcomplaints

2020/21

		Q1	Q2	Q3	Q4	
	Number of FORMAL complaints	23				In Q1 we received and responded to 23 complaints through the formal complaints process.
	Number of INFORMAL complaints	79				In Q1 we received and responded to 70 informal complaints, showing that the informal approach works in the majority of cases.
	Upheld approaches to the LGSCO Ombudsman compared to total received	0/0				The LGSCO was closed during Q1 to support local authorities in dealing with the Covid-19 situation.
	Timescales (overdue)	10%				In Q1 10% of complaints exceeded the 20 working day deadline.
	% fully justified complaints	5%				Only 5% of the complaints received in Q1 were considered fully justified.
	% part justified complaints	5%				Only 5% of the complaints received in Q1 were considered partially justified.
	Compliments	117				In Q1 we received an impressive 117 compliments.
	Learnings	6				Only six complaints in Q1 brought forth learning points. Covid-19 was undoubtedly a factor.

Place - Q1 total complaints = 102

2020/21

Summary of Q1 Complaints

Quarter 1 Total 102 Complaints

Complaints handling staff have received **102** communications for Quarter 1, compared to 93 in Q4 2019-20. **79** were dealt with informally, and just **23** formally through Dorset Council's Whole Authority complaints process. The Ombudsman was closed in Q1 to support the authority in the Covid19 pandemic.

It should be noted that Place were under extreme pressure as they provided frontline services during the emergency, and the Complaints Team were largely redeployed to assist Adult Services. This report therefore is less detailed than normal, and the reduction in organisational learnings was understandable

2020/21	
Total Communications to Complaints	102
Total Formal Complaints	23
Total Informal Representations	79
LGSCO	0

Main Theme -Service Provision

Some complaints have more than 1 theme depending on complexity. However, the majority of cases fall under 'Service Provision' with a perceived lack of, delay to, of dissatisfaction with, service levels.

Complaint Themes Breakdown %

Communication	3%
Disagreement with Decision	12%
Service Provision – Attitude of Staff	5%
Service Provision - Delay in providing services	3%
Service Provision - Failure to provide service	3%
Service Provision - Inadequate Service	3%
Service Provision - Quality of Service	16%
Service Provision - Professional Practice of Staff	15%
Service Provision - unspecified	40%

Timescales

Place complaints & concerns should be investigated and responded to within 20 working days under normal circumstances. Even in the face of a worldwide pandemic, 90% of the timescales were met in Quarter 1. Quite remarkable

Timescales	2020/21
Responses within 20 days	90%
Responses Overdue	10%

Complaints by Team

Former DCP and DCC software will not be fully aligned until later in the new financial year and the priorities of Covid19 took precedence in Q1. Here is a snapshot of volumes by team

Team	No. of Complaints	Nature of Complaint Example	% Full/Part Justified
PLACE - Customer Services & Libraries	1	Communication - Breakdown in communication	0%
PLACE - Highways (General)	24	Service Provision - Quality of Service	5%
PLACE - Highways Parking	10	Available Spaces for Weymouth permit holders	0%
PLACE - Environment & Wellbeing	20	Neighbour disagreements. Probably due to confinement	5%
PLACE - Planning	24	Disagreement with Decision	10%
PLACE - Estate & Assets	9	Disagreement with Decision	0%
PLACE - Waste	6	Service Provision - Quality of Service	16%
Unspecified of various	8		
TOTAL	102		

Learning from Complaints

The Complaints team are very pleased to report 6 learning points and actions arising from complaints. This significant dip is a reflection on the priorities of frontline services, specifically reacting to the Covid-19 crisis. Again it should be noted that Place were under extreme pressure as they provided frontline services during the emergency, and the Complaints Team were largely

redeployed to assist Adult Services. This report therefore is less detailed than normal, and the reduction in organisational learnings was understandable

Compliments

We have collected 117 compliments across the directorate in Q1.

What people are saying:

I visited the Bridport recycling centre today for the first time in recent weeks. My expectations were low - but in fact it is a model of good organisation and clarity. Sensible but not unreasonable measures in place and minimal queuing. Well done!

On behalf of the team, a huge thank you to you and your colleagues for making a dying man's wish come true.

I have now been out into Beaminster today for the first time since this 'lockdown' started. I just wanted to say how good the roads are now since being resurfaced. Through this email I, for one, would like to thank you for getting this task completed without much inconvenience to the population. I would be most grateful if you can please pass on my thanks to everyone involved with the work.

Just want to send a thank you to your Dorchester and Ferndown registration services. Every single contact I've had from our original wedding date back in 2018, to giving notice in 2019, to postponing this year to next year, has been dealt with promptly by friendly, efficient members of staff. You must be inundated with queries etc at the moment so wanted to make sure you came across a message to show some appreciation to the hard working staff of Dorset.

Thank you very much for all your hard work on our Planning Application. It is much appreciated.

Very impressed with Dorset Council. A few days ago I reported, online, two potholes in Woodley Lane (a road running from the north end of the village to the Farnham Road) and someone has been up already and marked them with white spray paint. Most impressed.

Thank you so much for your phone messages and advice - an excellent service in all respects.

I would like to commend our bin men for their helpful and cheerful service in very difficult circumstances.

We are Dorchester residents who have been unable and unwilling to visit the coast due to fears of crowds and lack of toilet facilities. Following a walk yesterday with a friend I was surprised and delighted to find the toilet facilities at West Bexington open and an extremely quiet beach. We therefore visited the beach today and spent an enjoyable time there. Yesterday I chatted to the rubbish collection staff who were very pleasant and today your staff member who was cleaning the toilet facilities. This gentleman was lovely and should be congratulated for his chatty polite disposition despite the job he was undertaking. The toilet facilities were very clean and hygienic. Thank you for all the work your staff undertaking in difficult times.

I visited Dorchester tip last Sunday and wanted to say that every single member of staff was fantastic - from traffic control in the road, through the gate and the guys around the bins, every single one

was happy, polite, helpful and made effort to be such.

It was a pleasure to see and they should be proud of how they carry themselves. Well done!

Compliments are being promoted and we hope locality teams will make use of the new address in an effort towards producing a more balanced report:

Compliments@dorsetcouncil.gov.uk

Local Government Social Care Ombudsman -(LGSCO)

The Ombudsman had closed its doors in Q1 to support the local authority in managing Covid19

Ombudsman Link:

<https://content.govdelivery.com/accounts/UKLGO/bulletins/2204c0b>

A look forward....

The Complaints Team, like many, have faced challenges in the face of Covid-19, with some of the team being redeployed to aid frontline services at this unprecedented time. The focus at this time has to be on staying safe and supporting managers the best we can, whilst continuing to prioritise high risk cases. There is no doubt that the initial good will of the residents of Dorset has been tested now, and we are seeing an increase in unreasonable behaviours as the public begin to return to a new normal. Challenging months ahead

Tony Bygrave

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Complaints Page – Find out more

<https://dorsetcc.sharepoint.com/sites/intranet/find-out-about/information-management/complaints#cat-termName>

Complaints Team Home Page

<https://dorsetcc.sharepoint.com/sites/intranet/howwework/teams/Pages/Compliments-and-Complaints.aspx>