

CHESHIRE FIRE AUTHORITY

ITEM: 3

MEETING OF : STANDARDS COMMITTEE
DATE : 29 JUNE 2011
REPORT OF : HEAD OF LEGAL & DEMOCRATIC SERVICES
AUTHOR : HEIDI HARDING

SUBJECT : COMPLIMENTS, COMPLAINTS AND
COMMENTS - ANNUAL REPORT
2010-11

Summary

- 1 Members will be aware that statistics relating to Compliments, Complaints and Comments (CCCs) made to the Authority are reported to the Standards Committee on an annual basis. The Annex to this report provides information about the CCCs received during the period 1st April 2010 to 31st March 2011.

Recommended:

- [1] That the information regarding Compliments, Complaints and Comments received for the period 1st April 2010 to 31st March 2011 be noted.

Statistics for 1st April 2010 to March 2011

- 2 New procedures were introduced in January 2010 to separately record those complaints dealt with at initial contact.
- 3 Therefore the figures from 2010 onwards cover three categories;
 - i. Complaints;
 - ii. Compliments; and
 - iii. Comments & Informal Complaints that were dealt with at initial contact to the satisfaction of the Complainant.
- 4 The reporting period for CCC's has been re-aligned to link to the reporting periods for other Service data such as financial and performance data reporting i.e. 1 April to 31 March. This aligns the report with other performance reporting mechanisms and allows the Service to produce a more timely report for Standards Committee in June each year. The comparative data has been re-calculated to cover 1st April to 31 March each year from 2006/07 to provide some historical context.

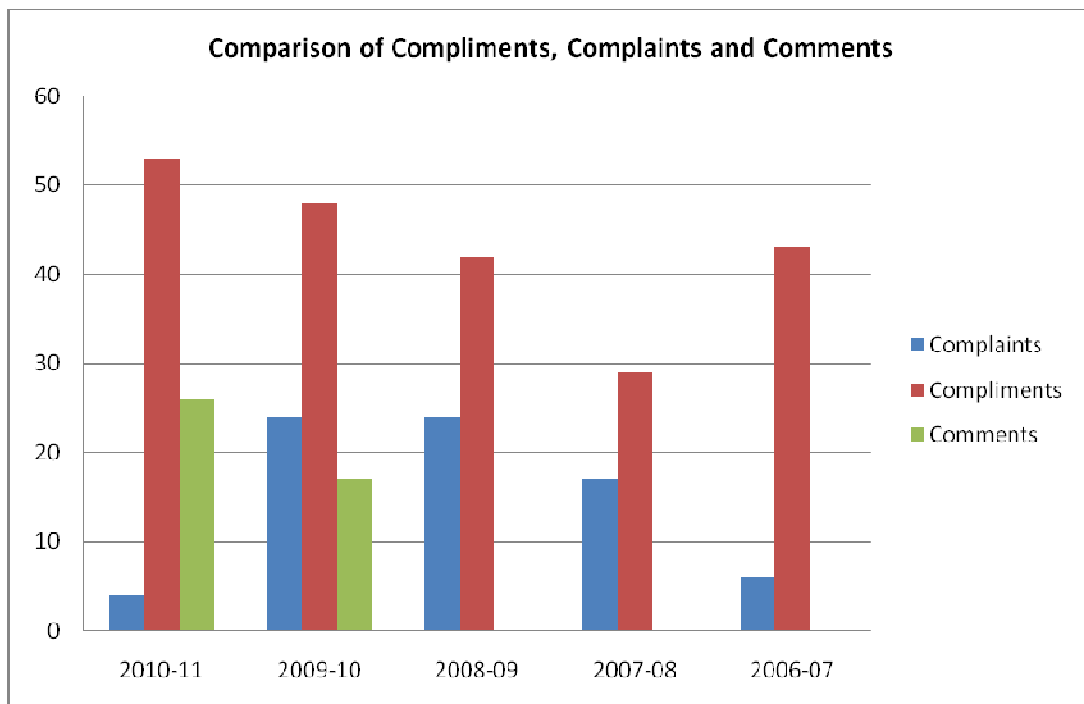
5 During the period 1st April 2010 – 31st March 2011 the following were received:

- 4 Complaints (that were dealt with through the formal complaints procedure);
- 53 Compliments; and
- 26 Comments (comments & informal complaints dealt with at initial contact).

6 The comparison figures are:

	2010-11	2009-10	2008-09	2007-08	2006-07
Complaints	4	24	24	17	6
Compliments	53	48	42	29	43
Comments	26	17	N/A	N/A	N/A

The graph below illustrates the comparison:



7 The comparison shows that there has been an increase in the number of compliments and comments received in 2010-11. The continued increase in activity in the community, specifically the Home Safety Assessment work carried out, is the main influence on the increase in the number of compliments received. Following implementation of the new procedures for recording comments/informal complaints, there has been an increase in the number of these recorded but a significant reduction in the number of formal complaints, due to correspondents satisfaction with the initial response.

- 8 Annexes 1 and 2 attached give details on the types of formal complaints and comment/informal complaints that have been received. The annexes also provide details of the timescales for dealing with complaints and the number of complaints and comments/informal complaints that have been satisfactorily dealt with.
- 9 The Service received 53 compliments through the CCC scheme. Whilst these covered a broad spectrum of the Service's work, not surprisingly the largest number related to the delivery of Home Safety Assessment (which account for a significant proportion of the Service's direct interaction with members of the public).
10. The Annexes provide some detail on the type of complaints/ comments that have been received; the following observations can be made:-
 - (a) The number of formal complaints received has reduced significantly. This is due to the new process of responding to correspondence received within the required deadlines resulting in a satisfactory conclusion, avoiding a requirement for escalation.
 - (b) There are no outstanding issues from the period 1 April 2010-31 March 11.
 - (c) The referrals cover a range of issues and do not follow a particular pattern, although in terms of compliments, a number stem from the Service's activity in the community (HSA's etc) and actions of Service personnel at the scene of an incident.
 - (d) The complaints do not relate to one particular part of Cheshire, but are based upon activities across the whole Service area.
 - (f) There was one complaint referred to the Local Government Ombudsman in 2010-11, which was outside its jurisdiction.

Financial Implications

11. There are no specific financial implications arising from this report.

Legal Implications

12. There are no specific legal implications arising from this report.

Equality & Diversity Implications

13. There are no specific Equality & Diversity implications arising from this report.

Environmental Implications

14. There are no specific environmental implications arising from this report.

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**BACKGROUND PAPERS:
CCC Procedure
CCC Database**