

Annual Report April 2020 – March 2021



Compliments, Correspondence and Complaints (3Cs)



Why we produce this report

We are proud to publicise our Compliments, Correspondence and Complaints (3Cs) Annual report to the public, to ensure that our customers can see how we are performing and the level of service they can expect if they do contact us. We want to encourage our customers to give feedback, which we use to monitor and improve the services provided. Our 3Cs process monitors the number of Compliments, Correspondence and Complaints we receive and the time it takes for us to reply to those enquiries. This helps us to understand the levels of enquiries we receive, whether we are providing a timely service and if we are getting it right first time. Monitoring this information allows us to identify trends and adapt our service to the needs of our customers, which enables us to provide an efficient service.

Compliments

During 2020/21 the Council received 294 compliments from members of the public. The number of compliments received during 2020/21 reflects our commitment to provide services that our customers want and our efforts to provide excellent customer service and go that extra mile.

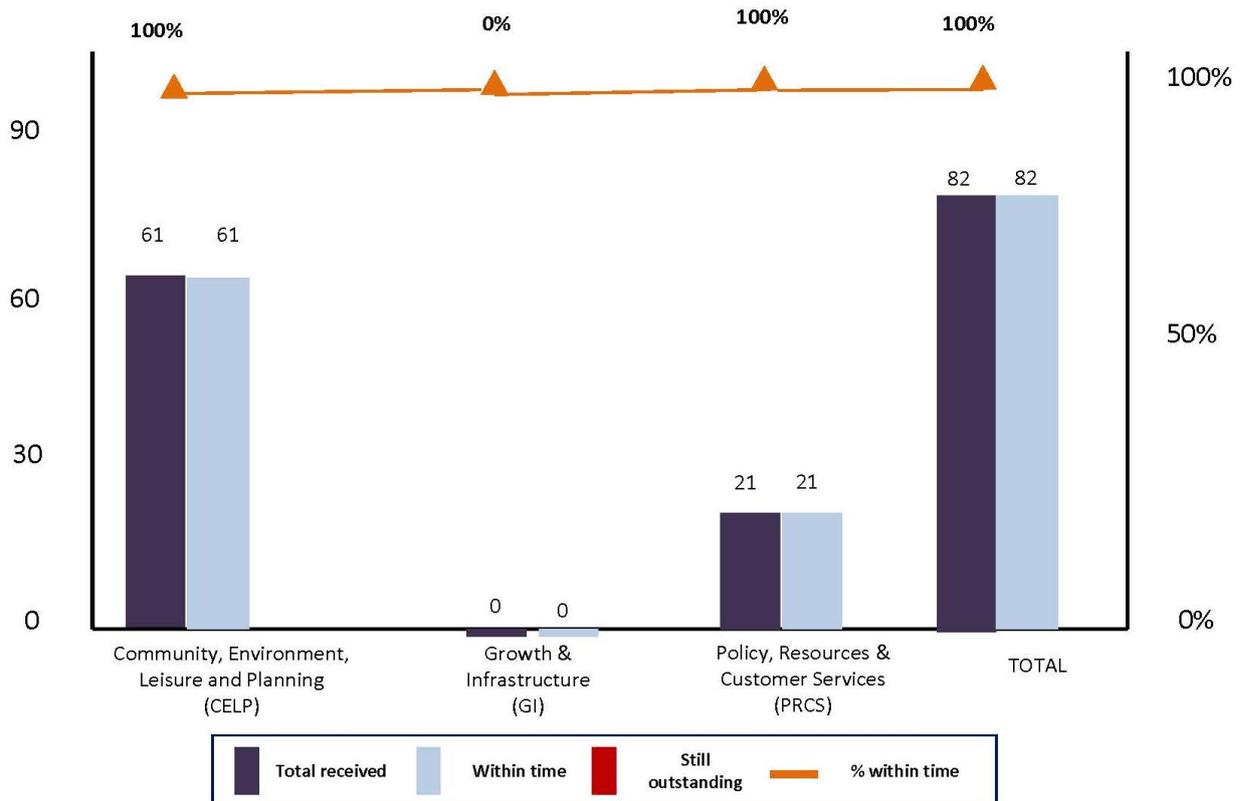
All compliments received are shared with staff and are used to help us understand what our customers perceive our strengths are as a Council. This helps us to continue to do more of what we are good at and exceed our customers' expectations.

Correspondence

During 2020/21, 3Cs set a target for the Council to respond to 90% of all customers Correspondence within 10 working days. We felt that if we achieved this target we would be providing excellent customer service. During 2020/21, the Council replied to 100% of correspondence within 10 working days as detailed in the tables below.

The data collected has provided us with valuable information on which services our customers contact most frequently and the reasons for this contact. This data is used by each team to review the information that is available for customers to access themselves at our Customer Service Shops, Leisure and Business Centre's in addition to our Website and Social Media sites. Further detail and information is also available via our telephone contact centre. This proactive approach has reduced the number of written enquiries coming in.

Correspondence Received April 2020 – Mar 2021

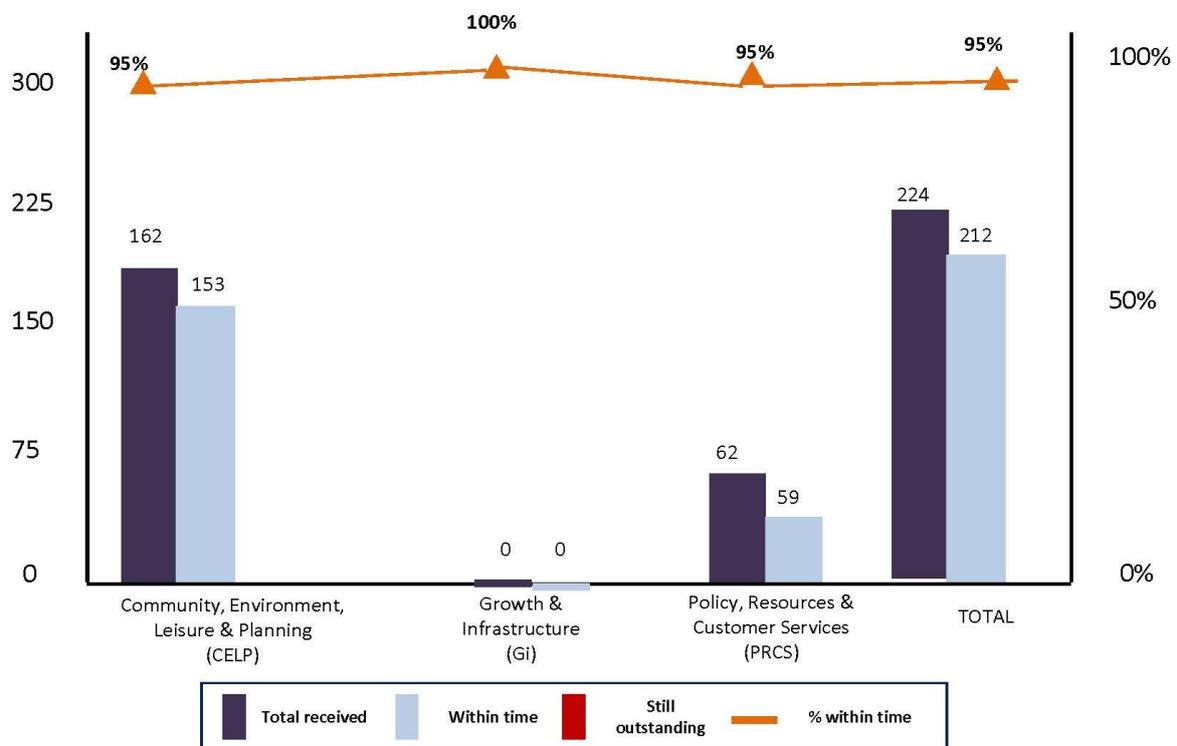


Complaints

During 2020/21, the Council received 224 complaints. Our 3Cs complaints process has three stages in total. The Council aims to fully resolve issues at Stage one.

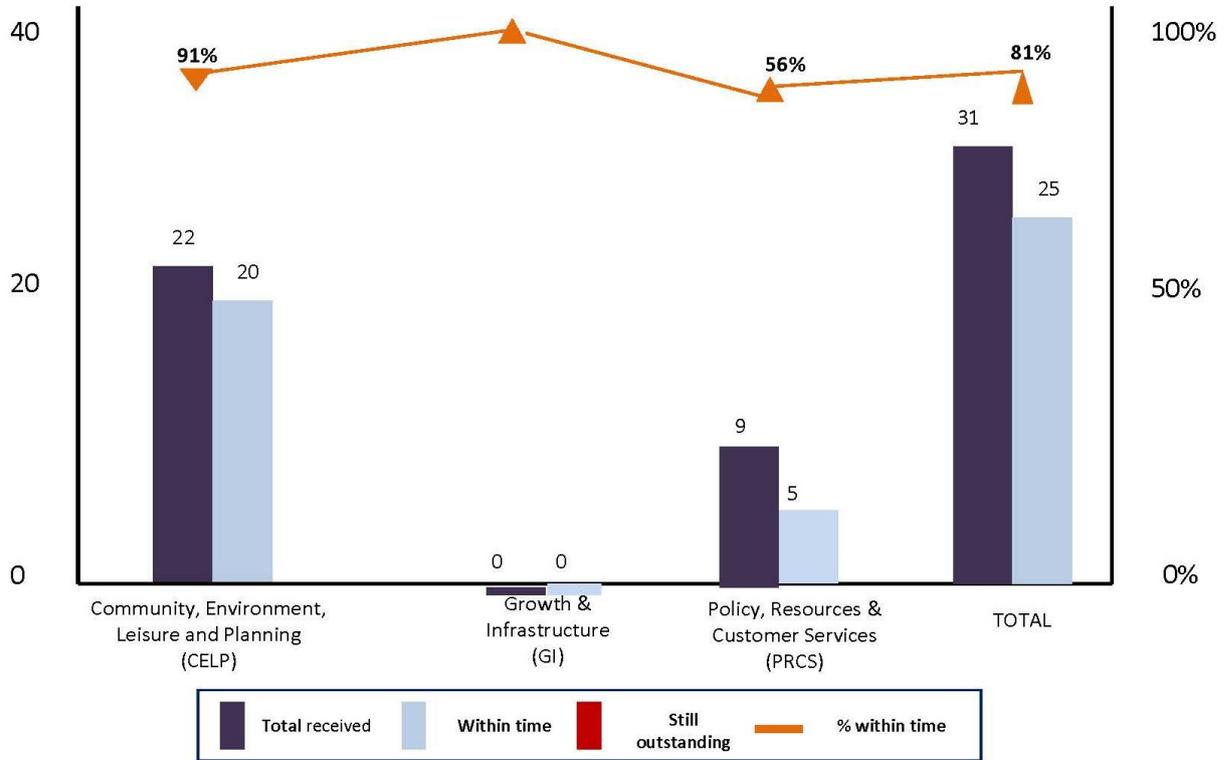
Of the 224 complaints received, 193 were dealt with at Stage 1, 31 customers escalated their complaint to Stage 2 and 12 escalated their complaint to Stage 3.

Stage 1
April 2020 – March 2021
Total Number of Complaints received & responded to within 10 days



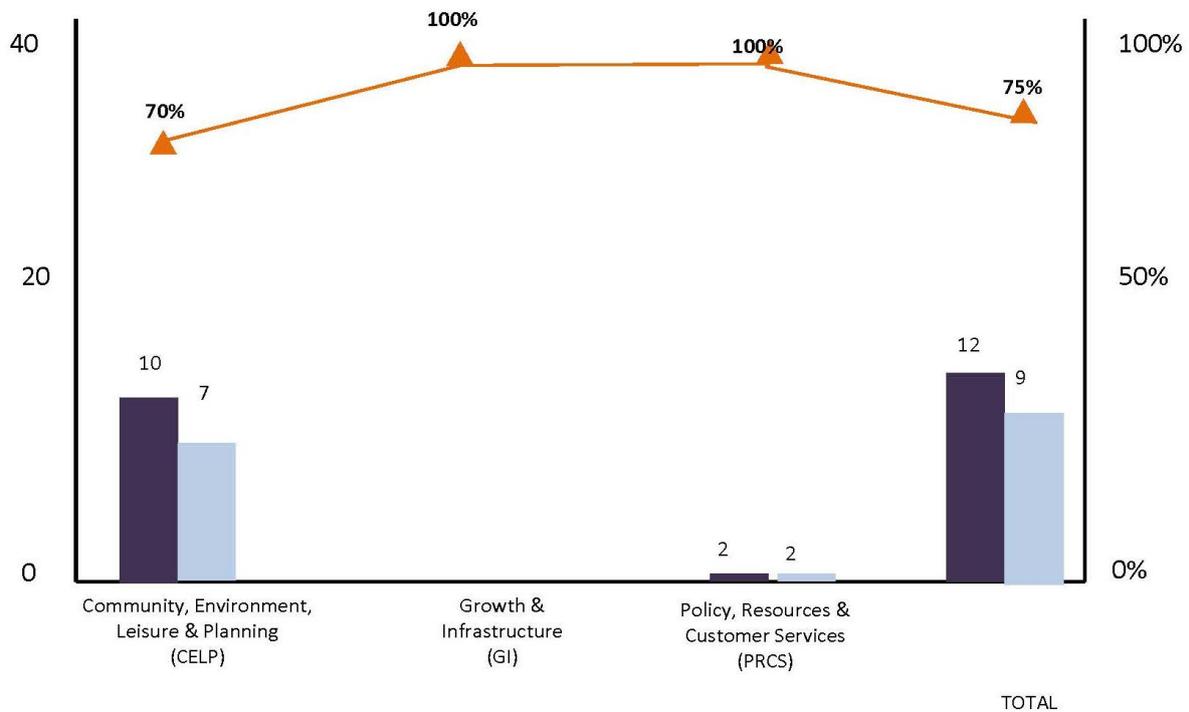
The above table shows the number of complaint by service area, received and responded to within set performance targets; this is also shown as a percentage.

Stage 2
April 2020 – March 2021
Total Number of Complaints received & responded to within 10 days



The above table shows the number of complaints by service area, received and responded to within set performance targets; this is also shown as a percentage.

Stage 3
April 2020 – March 2021
Total Number of Complaints received & responded to within 15 days



The above table shows the number of complaints by service area, received and responded to within set performance targets; this is also shown as a percentage.

During 2020/21, we monitored the complaints process to ensure the public were kept informed, treated with respect and dignity and to ensure a consistent approach was being applied. When a complaint was received a discussion was held with the service team in order to resolve the complaint as soon as possible. This has had a positive effect for both the customer and the Council, and is reflected by the number of people escalating their complaint past Stage 1.

A further part of the Council's 3Cs process is to gain an understanding from the service teams about the actions they have taken to reduce a repeat occurrence. This small review after each complaint this has enabled the teams to identify potential future issues.

Each complaint that has escalated past Stage 1 is reviewed. The focus is on understanding the issues that are affecting the complainant and to explore all possible avenues to remedy the complaint.

Local Government Ombudsman Complaints and Enquiries

A part of the 3Cs service is the investigation and response management of all Local Government Ombudsman (LGO) enquiries that Fenland District Council (FDC) receives.

The following table shows the total LGO enquires that FDC received for individual service areas and decisions made during 2020/21.

LGO Decisions made

Between April 2020 and March 2021, the LGO made 11 decisions relating to services provided by Fenland District Council. The table below shows the complaints that the LGO made a decision on in 2020/21:

| Benefits and Tax | Corporate and other services | Environment Services | Highways and Transport | Housing | Planning and Development | Other | Total |
|------------------|------------------------------|----------------------|------------------------|---------|--------------------------|-------|-------|
| 4 | 1 | 0 | 1 | 1 | 4 | 0 | 11 |

| Service | Decision made | Decision |
|----------------------------|----------------|------------------------------------|
| Benefits & Tax | September 2020 | Not Upheld |
| Corporate & Other Services | April 2020 | Closed after initial enquiries |
| Planning & Development | April 2020 | Closed after initial enquiries |
| Highways & Transport | April 2020 | Closed after initial enquiries |
| Benefits & Tax | August 2020 | Closed after initial enquiries |
| Benefits & Tax | August 2020 | Closed after initial enquiries |
| Planning & Development | February 2021 | Not Upheld |
| Planning & Development | September 2020 | Referred back for local resolution |
| Benefits & Tax | December 2020 | Advice given |
| Housing | January 2021 | Referred back for local resolution |
| Planning & Development | March 2021 | Referred back for local resolution |

Between April 2020 and March 2021, we had no LGO complaints upheld.