

Summary of Compliments and Complaints 2005/06 to 2007/08

Report of the Chief Fire Officer

For further information about this report please contact Alan Taylor, Chief Fire Officer, on 01743 260201 or Steve Worrall, Assistant Chief Fire Officer, on 01743 260204.

1 Purpose of Report

To advise Members of summary details regarding the compliments and complaints received during 2007/08, with comparisons to 2005/06 and 2006/07.

2 Recommendations

Members are requested to:

- a) note the contents of this report, and
- b) consider if more detailed analysis is required in respect of compliments.

3 Background

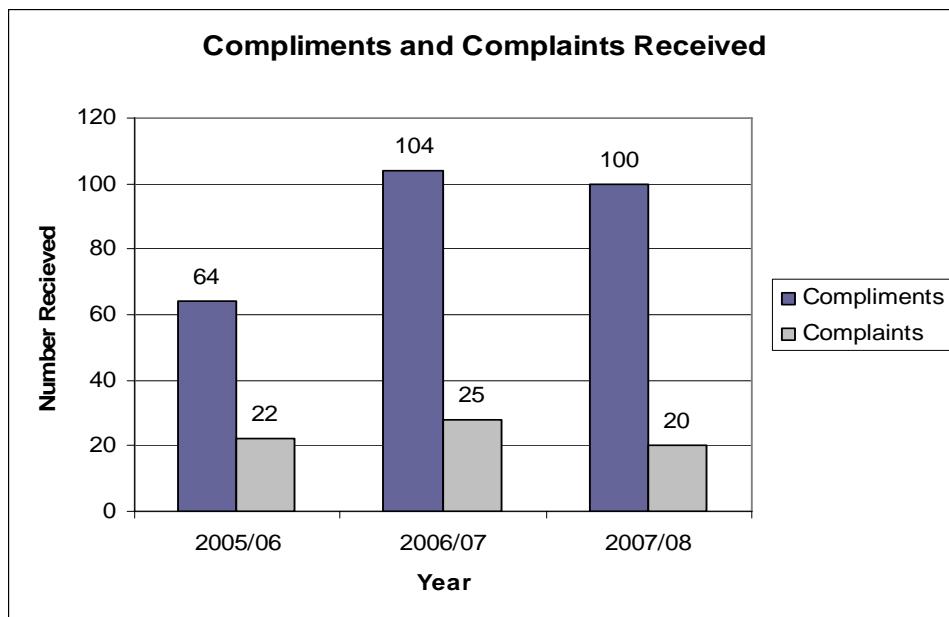
The Fire Authority's vision and strategic aims stress a commitment to providing high quality services to the community of Shropshire. The Service takes seriously both compliments and complaints made about the quality, nature or delivery of the services provided. Comments are also used to review the effectiveness of the provision of these services. All compliments and complaints are recorded.

The Fire Authority has in place a Comments and Complaints Procedure to ensure complaints are handled in a fair and objective manner and that views expressed about the quality of services provided are acknowledged.

4 Summary of Compliments and Complaints Received during 2005/06, 2006/07 and 2007/08

Table 1 (below) illustrates the number of compliments and complaints received over a three year period.

Table 1



Where appropriate, compliments are summarised and posted on the Service's website. All complimentary letters etc. received are made available to each meeting of the Fire Authority and also copied to those who have been acknowledged for good service within the correspondence received.

The number, and moreover variety of compliments received makes it difficult to categorise and benchmark specific areas of performance over a given period of time. Notwithstanding the latter, such analysis could of course be undertaken, but would incur additional resource implications. The Committee may wish to consider if such analysis would be of further benefit and direct officers accordingly.

Appendix A provides a breakdown of complaints received. There are no nationally prescribed categories for recording of complaints, but to facilitate local benchmarking between the period 2005/06 and 2007/08 complaints received have been segregated into five key areas, namely:

- 1 Damage to property
- 2 Poor driving behaviour
- 3 Conduct prejudicial to the reputation of the Service
- 4 Failure to deal correctly with an incident/inspection
- 5 Other

5 Management of Compliments and Complaints

All complaints are fully investigated, with a written report provided to the complainant, advising of the outcome of the inquiry undertaken. The Fire Authority sets a performance standard of 28 working days, in which to furnish the complainant with a written response. This standard has consistently been achieved.

In November 2007 the complaints procedure was subjected to an independent British Standards Institute (BSI) audit and has is now accredited to ISO 9001.

Complainants dissatisfied with the outcome of the inquiry undertaken are entitled to appeal to the Chief Fire Officer and/or the Chair of the Fire Authority. Should the complainant still remain dissatisfied, an appeal may be directed to the Local Government Ombudsman. During 2006/07 no known successful appeals were lodged.

All lessons learned from complaints are communicated in the most appropriate manner to staff, with remedial action taken as necessary (e.g. retraining, discipline etc). It is not considered appropriate to publish the actions taken concerning individuals within this report.

Within 4 to 6 weeks from the completion of an investigation the complainant is forwarded a Complaint Satisfaction Survey form. The number of completed and returned survey forms is indicated in Table 2 (below). The Survey seeks complainants' views on several areas concerning the management of the investigation. It is disappointing to note a fall in returned survey forms to just 30 percent during 2007/08 (60 percent in 2006/07).

Table 2

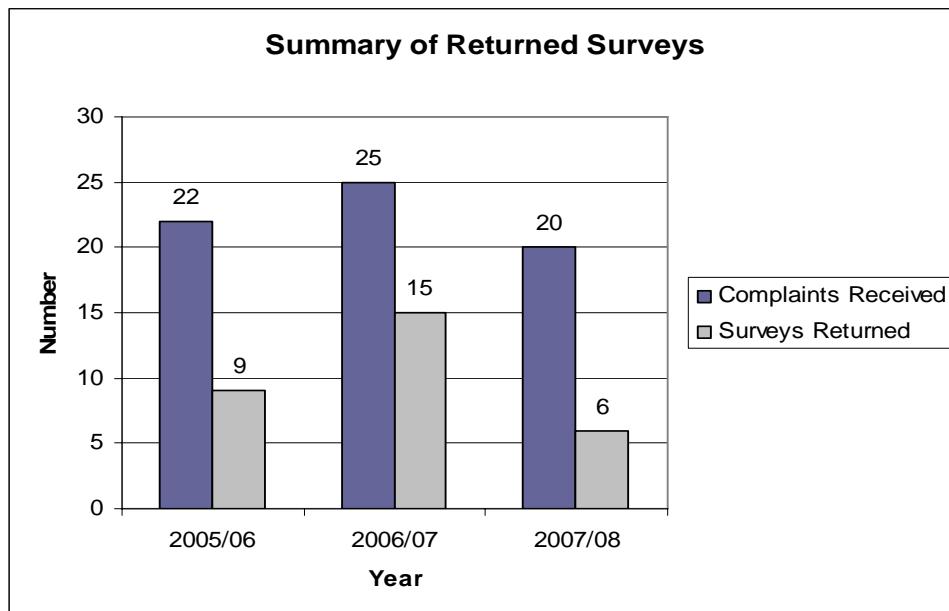
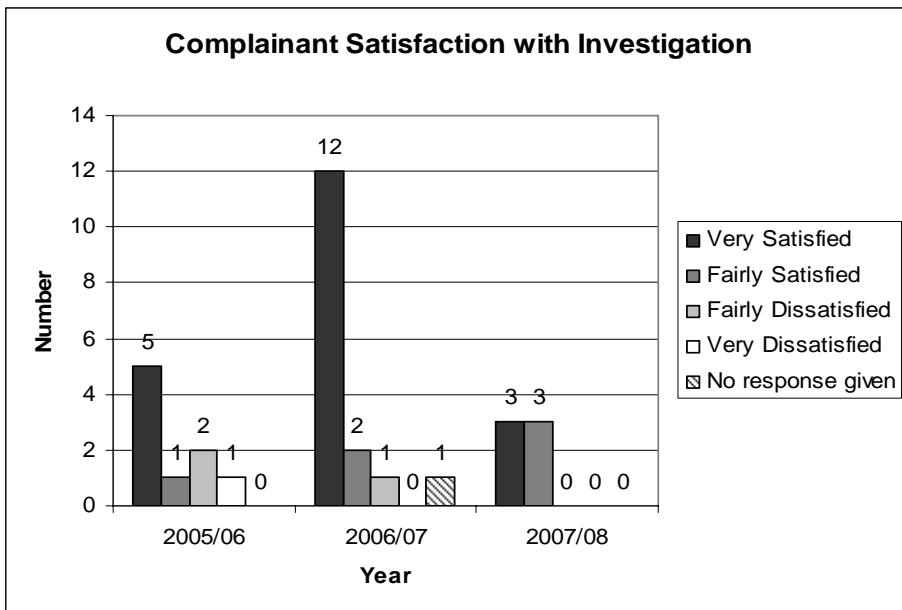


Table 3 (below) summarises the respondents' overall satisfaction with the manner in which their complaints have been dealt with. Of those surveys returned during 2007/08 all respondents indicated that they were *very satisfied* or *fairly satisfied* with the investigation overall.

Table 3



There are currently no arrangements in place to publicise complaints on the Service's website in a similar manner to compliments. Notwithstanding the latter, this report and similar previous reports are posted on the Service's website, thus providing interested persons with a summary overview of complaints received. In addition, a summary of complaints received is provided for public viewing at each full meeting of the Fire Authority.

During 2007/08 the Service had approximately 861,000 interactions with the community. These interactions include the handling of and attendance at emergency calls, business and community fire safety activities and the accessing of the Service's website. There are of course many additional interactions with partners, suppliers, and auditors etc that are unrecorded. The number of complaints (24), as a percentage of the known interactions, amounts to 0.003%.

6 Financial Implications

There are no direct financial implications arising from this report.

7 Legal Implications

There are no direct legal implications arising from this report.

8 Equality Impact Assessment

Upon completion of all complaint investigations complainants are forwarded an equality and diversity monitoring questionnaire. A summary of data collected through the monitoring form is provided in Appendix B. It should be noted that the monitoring form has been reviewed and amended for 2008/09 to include data collection in respect of sexual orientation.

All complaints together with the complaints' management process is reviewed on a monthly basis, at which time, any equality and diversity implications arising would result in a full impact assessment being undertaken to identify further areas for improvement.

No equality and diversity monitoring is undertaken in respect of compliments received.

9 Appendices

Appendix A

Summary of Complaints Received 2005/06, 2006/07 and 2007/08

Appendix B

Summary of Results from Equality and Diversity Monitoring Survey

10 Background Papers

There are no background papers associated with this report.

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk); the implications are detailed within the report itself.

Balance Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Efficiency Savings	*	Retained	
Environmental		Risk and Insurance	*
Financial		Staff	*
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	

Appendix A to report on
Summary of Compliments and Complaints 2005/06 to 2007/08
Shropshire and Wrekin Fire Authority
Audit and Performance Management Committee
29 May 2008

Summary of Complaints Received 2005/06 to 2007/08

Type of Complaint	Total 2005/06	Outcomes		Total 2006/07	Outcomes		Total 2007/08	Outcomes	
Damage to property	2	2	Complaints upheld	2	2	Complaints upheld	2	2	Complaints upheld
		0	Complaint partially upheld		0	Complaint partially upheld		0	Complaint partially upheld
		0	Complaints overturned		0	Complaints overturned		0	Complaints overturned
		0	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
Poor driving behaviour	2	2	Complaints upheld	10	7	Complaints upheld	9	7	Complaints upheld
		0	Complaints partially upheld		2	Complaints partially upheld		0	Complaint partially upheld
		0	Complaints overturned		1	Complaints overturned		2	Complaints overturned
		0	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
Conduct prejudicial to the reputation of the Service	8	4	Complaints upheld	7	4	Complaints upheld	4	1	Complaints upheld
		0	Complaints partially upheld		0	Complaints partially upheld		1	Complaints partially upheld
		4	Complaints overturned		3	Complaints overturned		2	Complaints overturned
		0	Complaints withdrawn		0	Complaints withdrawn		0	Complaints withdrawn
Failure to deal correctly with an incident /inspection	3	2	Complaints upheld	4	2	Complaints upheld	3	1	Complaints upheld
		0	Complaints partially upheld		2	Complaints partially upheld		1	Complaints partially upheld
		0	Complaints overturned		0	Complaints overturned		0	Complaints overturned
		1	Complaints withdrawn		0	Complaints withdrawn		1	Complaints withdrawn
Other:	7	5	Complaints upheld	2	2	Complaints upheld	2	1	Complaints upheld
		0	Complaints partially upheld		0	Complaints partially upheld		0	Complaints partially upheld
		1	Complaints overturned		0	Complaints overturned		0	Complaints overturned
		1	Complaints withdrawn		0	Complaints withdrawn		1	Complaints withdrawn
Total:	22			25			20		
Anonymous*		1			2			5	

*Anonymous complaints are investigated as far as reasonably practicable with action taken, where appropriate. Anonymous complaints are not included within the overall statistic reported.

**Appendix B to report on
Summary of Compliments and Complaints 2005/06 to 2007/08
Shropshire and Wrekin Fire Authority
Audit and Performance Management Committee
29 May 2008**

**Summary of equality and diversity monitoring data (complaints)
2006/07 & 2007/08**

		Year	
		2006/07	2007/08
Gender:	Male	6	3
	Female	2	2
Disabled:	Yes	1	1
	No	5	4
Ethnic/Cultural origin • White:	British	8	5
	English	5	5
	Scottish		
	Welsh		
	Other		
	Irish		
	Other white		
Ethnic/Cultural origin • Mixed:	White & Black Caribbean		
	White & Black African		
	White & Asian		
	Other mixed background		
Ethnic/Cultural origin • Asian or Asian British:	Indian		
	Pakistani		
	Bangladeshi		
	Other Asian background		
Ethnic/Cultural origin • Black or Black British:	Caribbean		
	African		
	Other Black background		
Ethnic/Cultural origin • Chinese or Other Ethnic Group	Chinese		
	Other		
Religion:	None		1
	Buddhist		
	Christian	5	3
	Hindu		
	Jewish		
	Muslim		
	Sikh		
	other		

