

APPENDIX G – Progress update on 2017/18 recommendations

As a result of the data analysed from the complaints escalated to the LGSCO in 17/18 the following recommendations were put together to ensure that PCC is learning lessons from customer feedback. Progress against these recommendations is also highlighted below;

1. Address the comments made by the LGSCO in respect of statutory children's complaints procedures.

The Statutory Complaints Team moved into Customer Services in March 2019 and are now line managed by the Customer Liaison Manager. The options for moving all complaint recording into the same system are being considered to ensure data can be joined up.

2. Work with Livewell South West to strengthen the complaints handling process and ensure lessons learned are driving service improvements across organisations in respect of Adult Social Care.

Performance reporting has been implemented, following the same format as corporate complaints handling reporting. Livewell South West are now providing monthly updates to the Customer Liaison Team for monitoring.

3. Work with Street Services to improve the customer experience (complaints are included in the LGSCO category Environmental Services and Public Health and Regulation).

The Customer Liaison Manager monitors complaints on a monthly basis and meets with DMTs quarterly. Over the last year this also included data being scrutinised at Street Services Modernisation Board and interventions resulted in a reduction in complaints recorded, escalated and upheld rates by the end of 2018/19.

4. Further develop the monitoring of corporate performance in respect of customer feedback and ensure customer feedback is used to resolve any issues through the implementation of lessons learned.

Customer feedback is monitored in monthly balanced scorecards. This data, as well as lessons learned, are then monitored at quarterly DMTs and in quarterly performance monitoring against the Corporate Plan.

Complaints are also monitored as a Corporate Key Performance Indicator and CMT are provided with a monthly performance flash report.