



Audit and Standards Committee Report

Report of: Annual Corporate Complaints Report 2022/23

Date: 20 July 2023

Subject: Annual Complaint Report 2022/23

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Summary: The report summarises the key performance of corporate complaints for all Portfolio areas and the Council's key strategic partners Amey and Veolia for the reporting year 2022/23 and key focus areas for 2023/24.

It provides an honest and transparent representation of the Council's performance for all services in relation to feedback and complaints.

Also provided, is an update of the Nov 22 – March 2024 Complaints Service Improvement Plan, which details ongoing actions to enhance our reputation as a caring organisation that listens to its population.

Key Headlines:

- The total number of complaints received in 2022/23 including our Strategic Partners was: **9514**. Strategic Partners Total was **2878**.
- There was an increase of **269%** (6934) recorded complaints in 2022/23 compared with (2580) complaints received in 2021/22. This includes strategic partner data.
- Sheffield City Council's 2 strategic partner accounted for **30%** of the total complaints received (**Amey 16%** and **Veolia 14%**) All other Council Service Complaints total **70%**.
- The Council Services receiving the highest number of complaints are Council Housing Repairs (42%), Customer Services (17%) and Finance (16%)
- 5302 (56%) of Complaints recorded were resolved via Problem Solving. (This includes 1260 – Veolia; 141 – Amey; 3901 – Council)
- Response Quality Assurance: Against a target of 85%, overall performance for 2022/23 is 84% compared with 85% in the previous two years. Excludes strategic partners.
- Complaint Satisfaction Surveys: Against a target of 80%, surveys completed from July 2022, only 10% (17) of complainants who responded were satisfied with the way their complaint was handled. (Excludes strategic partners).

Recommendations:

That the Committee: -

- Gives review and consideration of the Annual Corporate Complaints Report 2022/23.
- Gives approval and continued support of the Summary Corporate Complaints Improvement Plan for the period November 22-March 2024 to ensure objectives are met.

Background Papers:

- 2022/23 Annual Corporate Complaints Report
- Appendix 2: Amey Annual Complaints Report 2022/23
- Appendix 2(a): Veoila Annual Complaints Report 2022/23
- Appendix 3: Main Reasons for Complaints
- Appendix 4: Resources PPC EDI Action Plan 2022/23
- Appendix 4(a): Update to Resources and PPC Portfolio Equalities Action Plan 2021-23
- Appendix 5: 2022/23 Annual Complaints Survey Summary
- Appendix 6: 2022/23 Summary Provisional Ombudsman Data
- Appendix 7: 2022-2024 SCC Complaints Improvement Plan (July 2023)

Category of Report: OPEN

Statutory and Council Policy Checklist

Financial Implications
NO Cleared by:
Legal Implications
NO Cleared by:
Equality of Opportunity Implications
NO Cleared by:
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
NO
Economic impact
NO
Community safety implications
NO
Human resources implications
NO
Property implications
NO
Area(s) affected
NONE
Is the item a matter which is reserved for approval by the City Council?
NO
Press release
NO

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