

Committee: PERFORMANCE SELECT COMMITTEE
Date: 14 August 2008
Title: FEEDBACK ON PUBLIC HEALTH
COMPLAINTS (REQUESTS FOR SERVICE)
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Agenda Item

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Item for
information

Summary

1. PSC requested at the last meeting that a report be made on the number of Public Health complaints (requests for service) received over the past 3 years and the outcomes.

Recommendations

1. That this report should be noted.

Background Papers

1. Included in the appendix to this agenda.

Impact

Communication/Consultation	PSC
Community Safety	N/A
Equalities	N/A
Finance	N/A
Human Rights	N/A
Legal implications	N/A
Ward-specific impacts	N/A
Workforce/Workplace	N/A

Situation

2. Complaints or requests for service cover a wide range of topics within which there are many variations depending on the specific situation of the complainant and cause of the complaint. We aim to give an initial response to all requests within 1 – 3 working days depending on the urgency of the matter.
3. Outcomes will vary both in the type of final resolution of the complaint and the timescale in which they are completed. It is not possible to give hard and fast completion target timescales as many investigations become complex involving third parties and or monitoring of a situation over several weeks or months on occasion. Officers endeavour to keep complainants informed as to the progress of the complaint investigation and seek to resolve matters as soon as practicable to do so.
4. Owing at times to the limitations of the legislation we enforce, for example on the criteria for establishing whether a statutory noise nuisance exists, it is not always possible to meet every complainant's expectations of the outcome to their complaint. We may not be able to establish that a nuisance exists or have the powers to remedy a problem if it falls outside the scope of the legislation. While we endeavour to resolve every complaint to the best of our ability and preferably informally in the first instance, it can mean that at times customers are not satisfied with the progress or that we have to resort to protracted statutory measures.
5. In order to gauge customer satisfaction with the service they have received we give to customers a questionnaire they can complete and return to us. In general the responses we receive show a very high level of satisfaction with many complimentary remarks. We are introducing a new business customer feedback questionnaire so as to evaluate the level of business satisfaction with the contact they received from us.
6. There have been no complaints against the service made to the Council's Corporate Complaint procedure.

Targets

7. Initial response within 1 – 3 days. Completion as soon as reasonably practicable.

Risk Analysis

8. The following have been assessed as the potential risks associated with this issue.

9.

Risk	Likelihood	Impact	Mitigating actions
That complaints are not investigated within a	Medium	Low	Complaints are logged onto the Ocella system and officers can check their outstanding complaints.

reasonable timescale			Line managers aware of complaints received and monitor progress.
Initial response times are not met	Low	Low	Complaints are directed to officers on the same or next working day as received.
Complaints are not resolved as soon as reasonably practicable	Low	Medium	Line managers aware of complaints received and monitor progress.

Appendix

1. COMPLAINTS RECEIVED BETWEEN 01/04/2005 AND 31/03/2006

GROUPED BY COMPLAINT TYPES

TOTAL

COMPLAINT TYPE

44	AIR POLLUTION
1	CARAVANS/TENTS
53	DRAINAGE
12	FOOD COMPLAINT (eg. mouldy, unfit, alleged food poisoning).
14	FOOD HYGIENE COMPLAINT (eg. premises dirty, vermin).
34	DISABLED FACILITIES GRANTS
50	H&S ACCIDENT REPORT
32	HEALTH & SAFETY COMPLAINTS
16	HOUSING CONDITIONS (private sector).
82	INFECTIOUS DISEASES
95	NOISE
43	NUISANCE (refuse, filthy & verminous, bonfires etc)
35	ODOUR

2. COMPLAINTS RECEIVED BETWEEN 01/04/2006 AND 31/03/2007

GROUPED BY COMPLAINT TYPES

TOTAL	COMPLAINT TYPE
35	AIR POLLUTION
2	CARAVANS/TENTS
1	DRAINAGE
12	FOOD COMPLAINT (eg. mouldy, unfit, alleged food poisoning).
22	FOOD HYGIENE COMPLAINT (eg. premises dirty, vermin).
37	DISABLED FACILITIES GRANTS
45	H&S ACCIDENT REPORT
27	H&S COMPLAINT
17	HOUSING CONDITIONS (private sector).
102	INFECTIOUS DISEASES
112	NOISE
61	NUISANCE (refuse, filthy & verminous, bonfires etc)
17	ODOUR

3. COMPLAINTS RECEIVED BETWEEN 01/04/2007 AND 31/03/2008

GROUPED BY COMPLAINT TYPES

TOTAL	COMPLAINT TYPE
26	AIR POLLUTION
1	CARAVANS/TENTS
15	CLUSTER FLIES
38	DRAINAGE
14	FOOD COMPLAINT (eg. mouldy, unfit, alleged food poisoning).
14	FOOD HYGIENE COMPLAINT (eg. premises dirty, vermin).
46	GRANTS
95	H&S ACCIDENT REPORT
7	HEALTH & SAFETY COMPLAINT
19	HOUSING CONDITIONS (private sector).
102	INFECTIOUS DISEASES
134	NOISE
57	NUISANCE (refuse, filthy & verminous, bonfires etc)
15	ODOUR
1	SMOKEFREE COMPLAINT

4. COMPLAINTS RECEIVED BETWEEN 01/04/2008 AND 30/06/2008

GROUPED BY COMPLAINT TYPES

TOTAL	COMPLAINT TYPE
19	AIR POLLUTION
2	CARAVANS/TENTS
1	CLUSTER FLIES
19	DRAINAGE
3	FOOD COMPLAINT (eg. mouldy, unfit, alleged food poisoning).
4	FOOD HYGIENE COMPLAINT (eg. premises dirty, vermin).
6	GRANTS
12	H&S ACCIDENT REPORT
11	HOUSING CONDITIONS (private sector).
39	INFECTIOUS DISEASES
47	NOISE
16	NUISANCE (refuse, filthy & verminous, bonfires etc)
3	ODOUR