Contents

[Compliments, Comments And Complaints Annual Report 2022/2023 1](#_Toc155626000)

[April 2022- March 2023 Overview 2](#_Toc155626001)

[Corporate Comments And Compliments 3](#_Toc155626002)

[COMPLAINTS RECEIVED INTO THE COUNCIL 2022-2023 4](#_Toc155626003)

[COMPLAINTS RECEIVED INTO ADULT SOCIAL CARE 2022-2023 5](#_Toc155626004)

[COMPLAINTS RECEIVED INTO CHILDREN AND FAMILIES 2022-2023 6](#_Toc155626005)

[COMPLAINTS RECEIVED INTO CITY HOUSING 2022-2023 7](#_Toc155626006)

[COMPLAINTS RECEIVED INTO CITY OPERATIONS 2022-2023 8](#_Toc155626007)

[COMPLAINTS RECEIVED INTO COMMONWEALTH GAMES 2022-2023 9](#_Toc155626008)

[COMPLAINTS RECEIVED INTO COUNCIL MANAGEMENT 2022-2023 10](#_Toc155626009)

[COMPLAINTS RECEIVED INTO Place, Prosperity & Sustainability 2022-2023 11](#_Toc155626010)

[COMPLAINTS RECEIVED INTO Strategy, Equality and Partnerships 2022-2023 12](#_Toc155626011)

[Root cause & Problem category 2022-2023 13](#_Toc155626012)

[Contact Method 2022-2023 14](#_Toc155626013)

**Compliments, Comments And Complaints Annual Report 2022/2023**

Introduction

This dashboard is produced to report on Compliments, Comments and Complaints April 2022 - March 2023. Please note that the target Service Level Agreement for Corporate complaints is set

at 90%.

Contact for help and support

If you have any queries relating to this report please contact us by email at:

bccyourviews@birmingham.gov.uk

**What Sits Under the directorate Name**

Please Note this list is not exhaustive.

**Adult Social Care (Corporate)**

Social Care Teams, Day Centre's, Community Services.

**Children And Families**

Education and Early Years, Education and Skills, Inclusion and SEND, Library and Archive Services.

**City Housing**

Exempt Accommodation, Housing Management, Housing Repairs, Housing Solutions and Support.

**City Operations**

Bereavement services, Highways, Neighbourhood Advice and Information, Parking Operations, Waste Management Services.

**Council Management**

Benefits, Customer Services and Digital including Contact Centre, Legal Services, Finance, People Services, Rents, Revenues.

**PLACE, PROSPERITY, AND SUSTAINABILITY**

Corporate Landlord, Housing Development, Investment and

Evaluations, Planning and Development, Property Services, Transportation and Connectivity.

**April 2022- March 2023 Overview**

In 2022 the cost-of-living crisis resulted in a significant increase in demand for front line services. This in turn increased complaints across the UK when demand outstripped some services ability to respond in their usual timely manner.

For Birmingham City Council significant issues impacting on the Council Tax billing process also prompted an increase of complaints. Towards the end of the financial year the Housing Sector also saw an increase in demand for services. These factors coupled with this an increased focus on damp and mould related repairs creating unprecedented demand on the Housing sector.

A combination of all these factors has led to 30-50% increase in complaints nationally. with complaints teams across the UK having to respond with additional resources and a formal reporting procedure as recommended by the Housing Ombudsman. For these reasons the expected reduction in complaint volumes following the launch of the new complaints service in 2021 were not realised.

**Corporate Comments And Compliments**

Comments are when citizens-share ideas and opinions about improving our services to better serve citizens or inform us if there is a fault or issue with something that the council may be able to take action to resolve.

Total Cases: 2,907

| Number Of comments Received | Directorate |
| --- | --- |
| City Operations | 1201 |
| Council Management | 368 |
| City Housing | 192 |
| PLACE, PROSPERITY, AND SUSTAINABILITY | 118 |
| Commonwealth Games | 25 |
| Children and Families | 21 |
| Adult Social Care | 9 |
| Strategy equality and partnership | 3 |

| Number Of Compliments Received | Directorate |
| --- | --- |
| City Operations | 256 |
| Council Management | 169 |
| City Housing | 114 |
| Children and families | 75 |
| PLACE, PROSPERITY, AND SUSTAINABILITY | 66 |
| Commonwealth Games | 26 |
| Adult Social Care | 13 |
| Strategy equality and partnership | 1 |

| Number Of Compliments & Comments Received | Directorate |
| --- | --- |
| City Operations | 1457 |
| Council Management | 537 |
| City Housing | 306 |
| PLACE, PROSPERITY, AND SUSTAINABILITY | 197 |
| Children and families | 96 |
| Commonwealth Games | 51 |
| Adult Social Care | 22 |
| Strategy equality and partnership | 4 |

COMPLAINTS RECEIVED INTO THE COUNCIL 2022-2023

There were 26,668 complaints received into the Council in 2022/23 of which 1954 were escalations to stage 2. Whilst there is an increase of 199 complaints over the full year compared to 2021/22 the % of complaints escalated to stage 2 has reduced from 8.8% (2338 in 2021/2022) to 7.3% (1954 2022/2023).

**2022/23 CORPORATE AVERAGE SLA STAGE 1 = 76% AVERAGE STAGE 2 = 62%**

Total Cases: 26,668

**Stage1 15 Days**

| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 5297 | 5073 | 4250 | 4301 | 18921 |
| No | 1296 | 1086 | 1347 | 2052 | 5781 |

| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 80% | 82% | 76% | 68% | 77% |
| No | 20% | 18% | 24% | 32% | 23% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 346 | 312 | 290 | 267 | 1215 |
| No | 223 | 153 | 199 | 174 | 749 |

| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 61% | 67% | 59% | 61% | 62% |
| No | 39% | 33% | 41% | 39% | 38% |

| Complaint Type | Total |
| --- | --- |
| Complaint | 25243 |
| Members Complaint | 1415 |
| Members Complaint Transport Planning & Network Strategy | 10 |

COMPLAINTS RECEIVED INTO ADULT SOCIAL CARE 2022-2023

There were 50 complaints received into Adult Social Care (Corporate) in 2022/23. of which 5 were escalations to stage 2. This is an increase of 20 complaints over the full year compared to 2021/22. Escalations to Stage 2 have risen slightly from 2 in 2021/2022

2022/23 ADULT SOCIAL CARE (CORPORATE) AVERAGE SLA STAGE 1 = 98% AVERAGE STAGE 2 = 80%

\*PLEASE NOTE THAT ADULT STATUTORY COMPLAINTS ARE REPORTED SEPARATELY.

2022/23 ADULT SOCIAL CARE AVERAGE YEAR SLA STAGE 1 = 98% AVERAGE STAGE 2 = 100%

Total Cases: 50

**Stage1 15 Days**

| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 16 | 13 | 10 | 5 | 44 |
| No | 0 | 0 | 0 | 1 | 1 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 100% | 100%% | 100%% | 83% | 98% |
| No | 0% | 0% | 0% | 17% | 2% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 1 | 1 | 1 | 1 | 4 |
| No | 0 | 0 | 0 | 0 | 1 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 100% | 100% | 100% | 50% | 80% |
| No | 0% | 0% | 0% | 50% | 20% |

COMPLAINTS RECEIVED INTO CHILDREN AND FAMILIES 2022-2023

There were 770 complaints received into Children and Families in 2022/23 of which 68 were escalations to stage 2. This is a decrease of 99 complaints over the full year compared to 2021/22. (869). the number of complaints escalated to stage 2 has increased from 49 in 2021/2023

\*PLEASE NOTE THAT CHILDREN AND FAMILIES’ STATUTORY COMPLAINTS ARE REPORTED SEPARATELY.

2022/23 CHILDREN AND FAMILIES AVERAGE SLA STAGE 1 = 66% AVERAGE STAGE 2 = 71%

Total Cases: 770

**Stage1 15 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 98 | 128 | 126 | 110 | 462 |
| No | 84 | 70 | 44 | 42 | 240 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 54% | 65% | 74% | 72% | 66% |
| No | 46% | 35% | 26% | 28% | 34% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 9 | 14 | 10 | 15 | 48 |
| No | 7 | 4 | 3 | 6 | 20 |

| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 56% | 78% | 77% | 71% | 71% |
| No | 44% | 22% | 23% | 29% | 29% |

|  |  |
| --- | --- |
| Complaint Type | Total |
| Complaint | 569 |
| Members Complaint | 201 |

COMPLAINTS RECEIVED INTO CITY HOUSING 2022-2023

There were 8,424 complaints received into City Housing in 2022/23, of which 820 were escalations to stage 2. This is an increase of 29 complaints over the full year compared to 2021/22. (8119). Escalations to stage 2 have decreased from 936 in 2021/2022

2022/23 CITY HOUSING AVERAGE SLA STAGE 1 = 46% AVERAGE STAGE 2 = 42%

Total Cases: 8,424

**Stage1 15 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 884 | 894 | 837 | 912 | 3527 |
| No | 806 | 661 | 1026 | 1571 | 4064 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 52% | 57% | 45% | 37% | 46% |
| No | 48% | 43% | 55% | 63% | 54% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 79 | 93 | 94 | 85 | 351 |
| No | 123 | 103 | 136 | 120 | 482 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 39% | 47% | 41% | 41% | 42% |
| No | 61% | 53% | 59% | 59% | 58% |

|  |  |
| --- | --- |
| Complaint Type | Total |
| Complaint | 7550 |
| Members Complaint | 874 |

COMPLAINTS RECEIVED INTO CITY OPERATIONS 2022-2023

There were 14,116 complaints at received into City Operations in 2022/2023 of which 761 were escalations to stage 2. This is a decrease of 224 complaints over the full year compared to 2021/22. (14,341). Escalations to stage 2 have decreased from 1057 in 2021/2022

2022/23 CITY OPERATIONS AVERAGE SLA STAGE 1 = 91% AVERAGE STAGE 2 = 70%

Total Cases: 14,116

**Stage1 15 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 3617 | 3310 | 2594 | 2601 | 12122 |
| No | 311 | 284 | 244 | 387 | 1226 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 92% | 92% | 91% | 87% | 91% |
| No | 8% | 8% | 9% | 13% | 9% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 188 | 135 | 108 | 103 | 534 |
| No | 87 | 46 | 56 | 42 | 231 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 68% | 75% | 66% | 71% | 70% |
| No | 32% | 25% | 34% | 29% | 30% |

|  |  |
| --- | --- |
| Complaint Type | Total |
| Complaint | 13901 |
| Members Complaint | 215 |

COMPLAINTS RECEIVED INTO COMMONWEALTH GAMES 2022-2023

There were 35 complaints at stage 1 received into the Commonwealth Games in 2022/23. This Directorate was only live during two quarters over 2022/23

2022/23 COMMONWEALTH GAMES AVERAGE YEAR SLA STAGE 1 = 80%

Total Cases: 35

**Stage1 15 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 1 | 27 | 0 | 0 | 28 |
| No | 0 | 7 | 0 | 0 | 7 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 100% | 79% | 0 | 0 | 80% |
| No | 0 | 21% | 0 | 0 | 20% |

**Stage 2 – 20 Days**

No Stage 2 complaints Received.

|  |  |
| --- | --- |
| Complaint Type | Total |
| Complaint | 34 |
| Members Complaint | 1 |

COMPLAINTS RECEIVED INTO COUNCIL MANAGEMENT 2022-2023

There were 2340 complaints received into Council Management in 2022/23, of which 139 were escalations to stage 2. This is an increase over the full year of 198 complaints compared to 2021/22 (2140) Escalations to stage 2 have decreased by 31 from 2021/2022.

2022/23 COUNCIL MANAGEMENT AVERAGE YEAR SLA STAGE 1 = 91% AVERAGE STAGE 2 = 97%

Total Cases: 2,340

**Stage1 15 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 519 | 526 | 448 | 512 | 2005 |
| No | 84 | 52 | 24 | 36 | 196 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 86% | 91% | 95% | 93% | 91% |
| No | 14% | 9% | 5% | 7% | 9% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 31 | 39 | 30 | 35 | 135 |
| No | 0 | 0 | 2 | 2 | 4 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 100% | 100% | 94% | 95% | 97% |
| No | 0 | 0 | 6% | 5% | 3% |

|  |  |
| --- | --- |
| Complaint Type | Total |
| Complaint | 2323 |
| Members Complaint | 17 |

COMPLAINTS RECEIVED INTO Place, Prosperity & Sustainability 2022-2023

There were 830 complaints received into Place, Prosperity & Sustainability in 2022/23, of which 152 were stage 2. This is a decrease of 134 complaints over the full year compared to 2021/22. (974). Escalations to stage 2 increased by 31 compared to 2021/22

Total Cases: 830

**Stage1 15 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 148 | 144 | 220 | 147 | 659 |
| No | 4 | 3 | 6 | 5 | 18 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 97% | 98% | 97% | 97% | 97% |
| No | 3% | 2% | 3% | 3% | 3% |

**Stage 2 – 20 Days**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 38 | 31 | 48 | 27 | 144 |
| No | 4 | 1 | 2 | 1 | 8 |

| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 90% | 97% | 96% | 96% | 95% |
| No | 10% | 3% | 4% | 4% | 5% |

| Complaint Type | Total |
| --- | --- |
| Complaint | 727 |
| Members Complaint | 93 |
| Members Complaint – Transport Planning and network strategy | 10 |

# COMPLAINTS RECEIVED INTO Strategy, Equality and Partnerships 2022-2023

There were 19 complaints received into Strategy, Equality and Partnerships 2022/23, of which there was only 1 stage 2. This is equal to 2021/22.

2022/23 STRATEGY, EQUALITY AND PARTNERSHIPS AVERAGE YEAR SLA STAGE 1 = 83% AVERAGE STAGE 2 = 100%

Total Cases: 19

**Stage1 15 Days**

| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 2 | 11 | 1 | 1 | 15 |
| No | 2 | 1 | 0 | 0 | 3 |

| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 50% | 92% | 100% | 100% | 83% |
| No | 50% | 8% | 0 | 0 | 17% |

**Stage 2 – 20 Days**

| New SLA Stage 1 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| --- | --- | --- | --- | --- | --- |
| Yes | 1 | 0 | 0 | 0 | 1 |
| No | 0 | 0 | 0 | 0 | 0 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| New SLA Stage 2 | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Yes | 100% | 0 | 0 | 0 | 100% |
| No | 0 | 0 | 0 | 0 | 0 |

| Complaint Type | Total |
| --- | --- |
| Complaint | 15 |
| Members Complaint | 4 |

# Root cause & Problem category 2022-2023

At the point of closure for each complaint we will assign a Root Cause and additional problem categories. This enables the service to undertake analysis of the top issues and feedback to Directorates the key themes which are used to initiate service improvements. Each Directorate will undertake a deep dive on the root cause and produce themes for the services to create improvement actions to learn from complaints.

For 2022/23 the top 5 root causes (main cause of complaint) and top 5 problem categories (the problem within the main cause of complaint) corporately are below

| **Problem Category** | **Volume** | **Percentage** |
| --- | --- | --- |
| Service Quality | 61775 | 68.45% |
| Service Failure | 12354 | 13.69% |
| Policy & procedure | 5589 | 6.19% |
| Payments or disputed charges cause | 5475 | 6.07% |
| Communication | 5049 | 5.59% |

|  |  |  |
| --- | --- | --- |
| **Problem** | **Volume** | **Percentage** |
| efficiency of service | 26375 | 39.15% |
| Failure to do something | 12278 | 18.22% |
| Delay in doing something | 11801 | 17.52% |
| Failure to deliver a service | 9276 | 13.77% |
| Not to the Quality or standard | 7644 | 11.35% |

# Contact Method 2022-2023

Self-service was the most used contact method (55.14%), this is a decrease from 2021/22 (53.27%). Both Phone and Email have increased in overall percentage used compared to 21/22.

| **Contact method** | **Volume** | **Percentage** |
| --- | --- | --- |
| Self Service | 16538 | 53.27% |
| Phone | 8963 | 28.87% |
| Email | 4061 | 13.08% |
| Letter | 692 | 2.23% |
| Member | 581 | 1.87% |
| Resolver | 111 | 0.36% |