

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No. 6

MEETING: GOVERNANCE COMMITTEE 29 NOVEMBER 2021

SUBJECT: COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 2020/21

JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (THE CLERK TO THE AUTHORITY) THE FINANCE DIRECTOR AND THE PERSONNEL ADVISOR TO THE AUTHORITY

1 INTRODUCTION

- 1.1 The purpose of this report is to provide the Policy and Performance Committee with an overview of the compliments and complaints received by Tyne and Wear Fire and Rescue Service (TWFRS) from 1 April 2020 to 31 March 2021.
- 1.2 During 2020/21, TWFRS received 41 compliments and 27 complaints, the volume of both are minor in comparison to the 47,173 'official' interactions recorded with the public. The attached report provides analysis of the compliments and complaints received.

2 BACKGROUND

- 2.1 Compliments and complaints are a valuable source of information and can help identify areas of good practice, underlying problems and / or potential areas for improvement. When coupled with service user feedback retrieved from surveys,¹ compliments and complaints can help build a picture of how TWFRS is performing overall.
- 2.2 Whilst TWFRS strives for operational excellence, there may be occasions when it does not deliver to the standards expected and welcomes stakeholder views about its performance, allowing the opportunity to investigate and correct circumstances of underperformance and learn from the outcomes in order to improve the quality of service provided.

3 COMPLIMENTS AND COMPLAINTS

- 3.1 Compliments allow TWFRS to hear the views and experiences of service users and the public and sharing these positive comments helps to boost staff morale and enhance performance in the workplace. The relatively low number of compliments received may reflect the previous absence of consistent recording and reporting, although a process has been introduced to address this. Further analysis of the compliments received is presented in section 3 of the main report. The full list of compliments is available to Members on request.

¹ This refers to after the incident surveys, fire safety audit surveys and safe and well perception surveys

3.2 Complaints also provide useful service user feedback and analysis can support the identification of potential areas for improvement. Of the 27 complaints received just under half, 48% were upheld following investigation. The highest number (eight) related to complaints about on duty staff conduct, although only two of these, 25% were upheld. Further details and analysis of complaints is offered in sections 4 -10 of the attached report, including a breakdown by department, cause and outcome.

4 RISK MANAGEMENT

4.1 There are no risks associated with the complaint handling process however; the current procedure is under review. This does, not affect the quality of the complaint handling process as complaints are actioned within strict timescales and the complainant is informed of progress during the course of the investigation.

5 FINANCIAL IMPLICATIONS

5.1 There are no financial implications in respect of this report.

6 EQUALITY AND FAIRNESS IMPLICATIONS

6.1 There are no equality and fairness implications in respect of this report.

7 HEALTH AND SAFETY IMPLICATIONS

7.1 There are no health and safety implications in respect of this report.

8 RECOMMENDATIONS

8.1 Members are recommended to:

- a) Endorse the contents of this report
- b) Receive further reports as appropriate.

BACKGROUND PAPERS