



MEETING: GOVERNANCE COMMITTEE 30 JUNE 2023

SUBJECT: COMPLIMENTS AND COMPLAINTS ANNUAL REPORT 2022/23

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 Governance Committee with an overview of the compliments and complaints received by Tyne and Wear Fire and Rescue Service from 1 April 2022 to 31 March 2023.
- 1.2 During 2022/23, 158 compliments and 18 complaints were received; the volumes of both are minor in comparison to the 77,925 'official' interactions recorded with the public for this period. The attached report provides an overview of the compliments and complaints received.

2 BACKGROUND

- 2.1 The Service is committed to providing the highest quality of service to the communities of Tyne and Wear and recognises feedback as an essential component of continuous improvement. Feedback offers critical reflection of performance against standards and may describe activities undertaken to an exceptional standard or identify areas for improvement.
- 2.2 Whilst the Service strives for operational excellence, there may be occasions when it does not deliver to the standards expected and welcomes views about 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

- 3.1 The recording and dissemination of compliments provides an opportunity for the Service to hear about the experiences of service users and the views of the public.
- 3.2 During 2022/23 the number of compliments increased by 183%, rising from 86 2021/22 to 158. The increased submission of compliments is due to the increase in staff awareness of the reporting process through internal promotional activities such as the corporate governance bulletin, compliments and complaints intranet page, news articles and the designated email.

3.3 The compliments received illustrate the breadth of the work undertaken by staff, with the main topics of compliments received are around on duty conduct, emergency response, partner agency feedback and prevention activities.

4 COMPLAINTS

4.1 The complaints process allows for expressions of dissatisfaction to be reported and investigated identifying any instances of substandard performance or conduct, the analysis of which can support potential areas for improvement.

4.2 Of the 18 complaints received for 2022/23, 11% were upheld following investigation. The highest number of complaints received (6) were related to on duty staff conduct, however none of those complaints were upheld following a thorough investigation.

4.3 Effective Complaint Handling training sessions continued throughout 2022/23, with 20 members of staff undertaking the training. 72 members of staff have completed the training in total since May 2021, including the Executive Leadership Team.

5 RISK MANAGEMENT

5.1 There are no risks associated in respect of this report.

6 FINANCIAL IMPLICATIONS

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

7 EQUALITY AND FAIRNESS IMPLICATIONS

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

8 HEALTH AND SAFETY IMPLICATIONS

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

9 RECOMMENDATIONS

9.1 Members are recommended to:

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

BACKGROUND PAPERS

None