

# Report to Budget and Corporate Scrutiny Management Board

**3 October 2024**

<b>Subject:</b>	Customer Feedback Annual Report 2023/ 24
<b>Director:</b>	Assistant Chief Executive James McLaughlin
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## 1 Recommendations

- 1.1 To consider and comment upon the Customer Feedback Annual Report 2023/ 24.

## 2 Reasons for Recommendations

- 2.2 To provide the Board an opportunity to consider Customer Feedback Annual Report 2024/ 25 as the Council undertakes efforts to embed a culture of continuous improvement which has consistent high customer service standards.

## 3 How does this deliver objectives of the Council Plan?

Growing Up in Sandwell	Ensuring customers receive a high standard of service and improved customer experience meets all objectives of the Council Plan.
Living in Sandwell	
Thriving Economy in Sandwell	
Healthy in Sandwell	
One Council One Team	

## 4 Context and Key Issues

- 4.1 This report summarises data, trends, issues and lessons learnt arising from the Compliments, Complaints, Members' Enquiries and Ombudsman Enquiries from across Sandwell Council. Reporting covers the period from the 1 of April 2023 to the 31 of March 2024.
- 4.2 The Customer Feedback Team manages the MP enquiries process for the council, ensuring all enquiries are properly logged, directed, and addressed within a 10-working day timeframe. They also assist with the Councillor enquiries process by triaging their queries through the Portal when the appropriate service area is unclear.
- 4.3 This report includes recommendations and details the key priorities and targets for the upcoming year, based on the findings presented.
- 4.4 There is limited information presented in this report on Children's and Adults Services statutory complaints as statutory reports are available that cover this. These separate reports for 2023/24 are still in the process of being published at the time of this report being published.

## 5 Implications

<b>Resources:</b>	There are no direct financial implications to this report.
<b>Legal and Governance:</b>	<p>The Social Housing (Regulation) Act 2023 placed a duty on the Housing Ombudsman to monitor compliance with the statutory Complaint Handling Code. This means the Housing Ombudsman is required to ensure all landlords meet the standards set out in the Code for complaint handling, regardless of their size and operating model.</p> <p>The duty allows the Housing Ombudsman to assess a landlord even if there has not been a complaint referred to them by a resident. This extends fairness across the sector ensuring residents receive a quality complaint handling service, regardless of who their landlord is, or what they are complaining about.</p> <p>The Housing Ombudsman also use their work to monitor compliance with the Complaint Handling Code to identify and share examples of good practice in complaints handling through their Centre for Learning.</p>
<b>Risk:</b>	There is a risk that SMBC would not be compliant with the Housing Ombudsman's Code if this report was not discussed at Leadership, Cabinet and Scrutiny level.

<b>Equality:</b>	All residents will be able to view the report which will be published on the SMBC website.
<b>Health and Wellbeing:</b>	There are no Health and Wellbeing implications to this report.
<b>Social Value:</b>	Reporting customer feedback demonstrates our commitment to transparency. Sharing how customer concerns are being handled ensures accountability, showing that the council listens to and addresses issues raised by its residents. This Customer Feedback report provides crucial insights into the quality and effectiveness of public services. The scrutiny committee can identify areas for improvement and make recommendations for service upgrades based on some of the real experiences mentioned in the report.
<b>Climate Change:</b>	There are no Climate Change implications within the report.
<b>Corporate Parenting:</b>	There are no Corporate Parenting implications within the report.

## 6 Appendices

Appendix 1 – SMBC Customer Feedback Annual Report 2023/ 24  
Appendix 2 – Presentation

## 7. Background Papers

None.