



## **AGENDA ITEM: 15**

### **NORTH WALES FIRE AND RESCUE AUTHORITY**

**20 June 2016**

#### **COMPLAINTS AND APPRECIATIONS**

**Report by Ruth Simmons, Assistant Chief Fire Officer**

#### **Purpose of Report**

- 1 To inform members of the numbers of complaints and appreciations received from the public for the period 1 April 2015 through to 31 March 2016.

#### **Information**

##### **Formal Complaints recording**

- 2 Reportable complaints are recorded as those issues brought to the attention of the Service when members of staff are participating in or carrying out the legitimate business of North Wales Fire and Rescue Service (NWFRS).
- 3 In addition to the numbers given in table 1 below the Service received 6 complaints that were not related to members of staff and/or the legitimate business of NWFRS.
- 4 The total number of complaints does not include those from concerned members of the public relating to matters concerning the fire safety provision at premises for which NWFRS would be the enforcing or a consulting authority for safety legislation and regulations applicable to those premises.

## Complaints received 1 April 2015 to 31 March 2016

5 Reportable complaints received, investigated and resolved have been recorded as follows:

<b>Table 1</b>			
<b>Complaint categories</b>	<b>Reportable complaints received</b>		<b>Difference</b>
	2014/2015	2015/2016	
Welsh Language	1	0	↓ -1
Policy & Procedure	3	3	↔ 0
Driving	4	8	↑ +4
Operational Activities	4	3	↓ -1
Conduct	5	6	↑ +1
Business/Community Safety delivery	3	5	↑ +2
<b>Total</b>	<b>20</b>	<b>25</b>	↑ +5
<b>Percentage increase from 14/15</b>			<b>↑ 25 %</b>

<b>Average of the previous 3 years</b>	
<b>22.6</b>	<b>↑ +11%</b>

<b>Table 2</b>			
<b>Complaint categories</b>	<b>Complaints substantiated</b>		<b>Difference</b>
	2014/2015	2015/2016	
Welsh Language	1	0	↓ -1
Policy & Procedure	1	0	↓ -1
Driving	2	2	↔
Operational Activities	3	1	↓ -2
Conduct	2	2	↔
Business/Community Safety delivery	1	2	↑ +1
<b>Total</b>	<b>10</b>	<b>7</b>	↓ -3
Percentage of complaints substantiated	<b>50%</b>	<b>28%</b>	↓ -22%

<b>Average of the previous 3 years</b>	
<b>38%</b>	<b>↓ -16%</b>

## Appreciations Received 1 April 2015 to 31 March 2016

- 6 It is worthy to note that 92 messages of appreciation through letters, cards, e mail, social media and in person were formally received expressing appreciation and satisfaction with NWFRS and its staff.
- 7 The messages of appreciation received covered a wide range of our activities but fall broadly into the categories in table 3.

<b>Table 3</b>			
<b>Appreciation categories</b>	<b>Appreciations received</b>		<b>Difference</b>
	2014/2015	2015/2016	
Community safety initiatives and event including visits to and by NWFRS.	19	25	↑ +6
Home Safety Checks and smoke detectors/other interventions issued	14	12	↓ -2
Partnership working including Phoenix and Arson reduction	5	11	↑ +6
Charitable support including community bonfire donations	4	9	↑ +5
Operational incidents and exercises	15	29	↑ +14
Conduct	4	6	↑ +2
<b>Total</b>	<b>61</b>	<b>92</b>	<b>↑ +31</b>
<b>Average of the previous 3 years</b>			
<b>74</b>			<b>↑ +24.5%</b>

### Recommendation

- 8 That Members note the information provided.