

Quarterly Customer Feedback Summary

1st Apr 2016 – 30th Jun 2016

Introduction

At Bath & North East Somerset we value our customers and their feedback so we closely monitor all the compliments, comments and complaints that we receive and use the information gained to improve the services that we provide. This process is managed through the Council's Customer Feedback Procedure (details available on the [Council's website](#)).

Customer feedback may include:

- General feedback and suggestions for improvement
- Reports about service failure
- Compliments about good service
- Complaints

We work hard to avoid and minimise complaints but, where they do occur, our procedure defines that they are fairly and courteously treated, reflecting best practice both for the customer and the Council.

This report gives a corporate overview of the customer feedback that has been received and responded to in the past quarter, and notes any key actions or considerations that have resulted from a high level review.

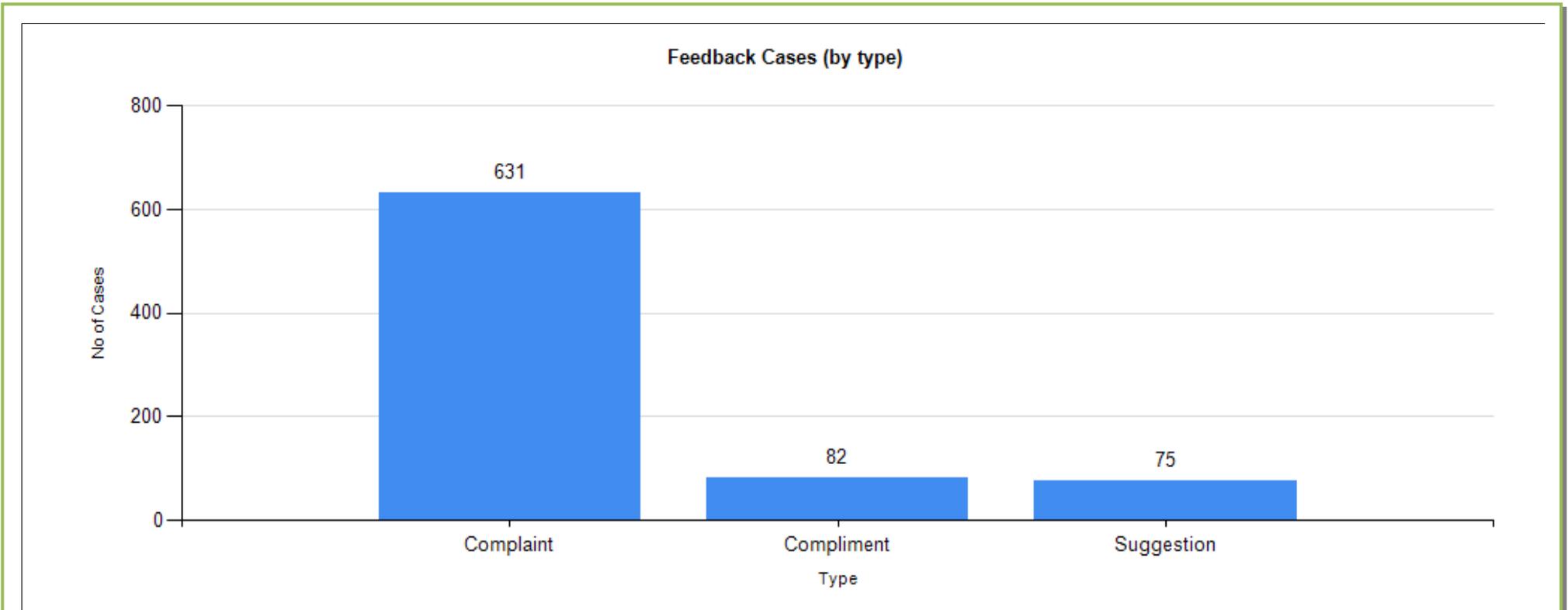
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key outcomes of that feedback are detailed in the "You said / We did..." section of this quarterly summary report, compiled directly from the Customer Feedback Officers (CFOs) responsible for each service area.

Period of this report: Quarter 1 2016/17 (Apr – Jun 2016)

Exclusions

Some service areas have mandatory or legislative routes for formal complaints. The main areas excluded are: Complaints about Councillors or individual schools, Adult Social Services, Children's Services, and matters over which the Council has no legal authority or powers of action. These complaints are therefore excluded from the corporate process and this report; more information is available from the service directly or on the [Council's website](#)

Quarterly Customer Feedback Summary
1st April – 30th June 2016



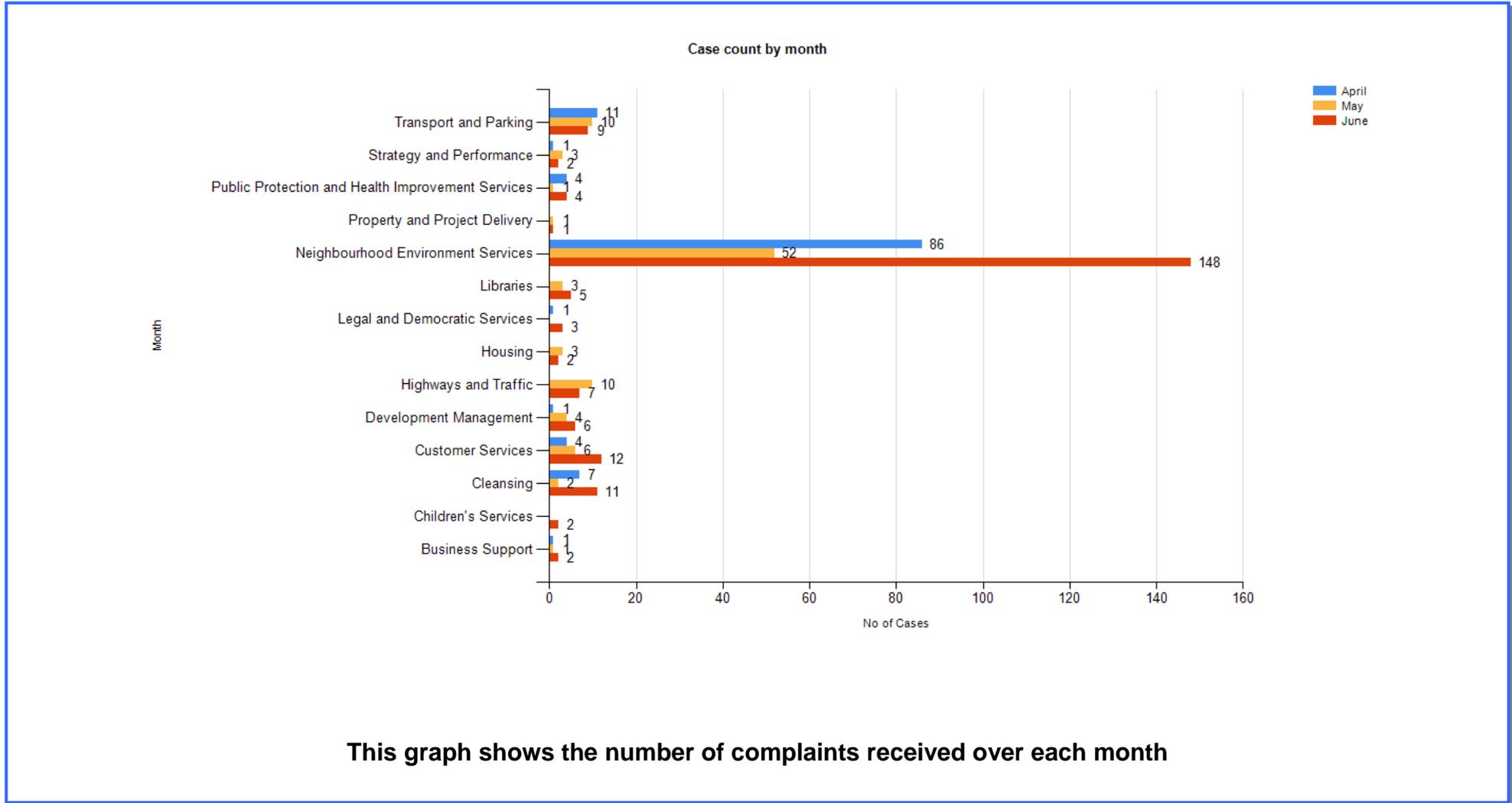
This table shows ALL feedback received – it illustrates all feedback received for all services. It is important to bear in mind that during the same period the Council Connect Contact Centre handled **42,056** telephone, email and social media contacts

Complaints represents **1.50%** of those contacts.

The table has shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**). The following focus on all **Complaints**, defined as complaints by customers.

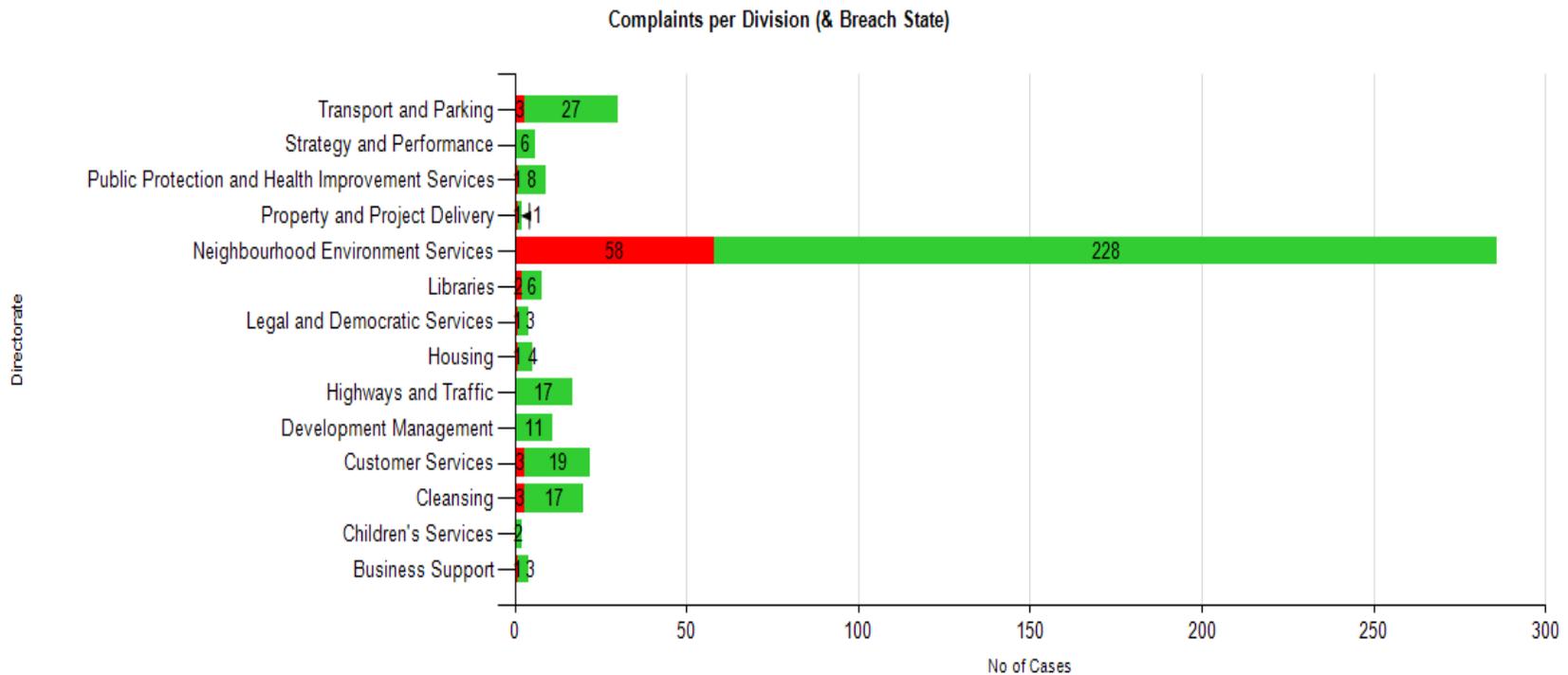
Quarterly Customer Feedback Summary

1st April – 30th June 2016



Quarterly Customer Feedback Summary

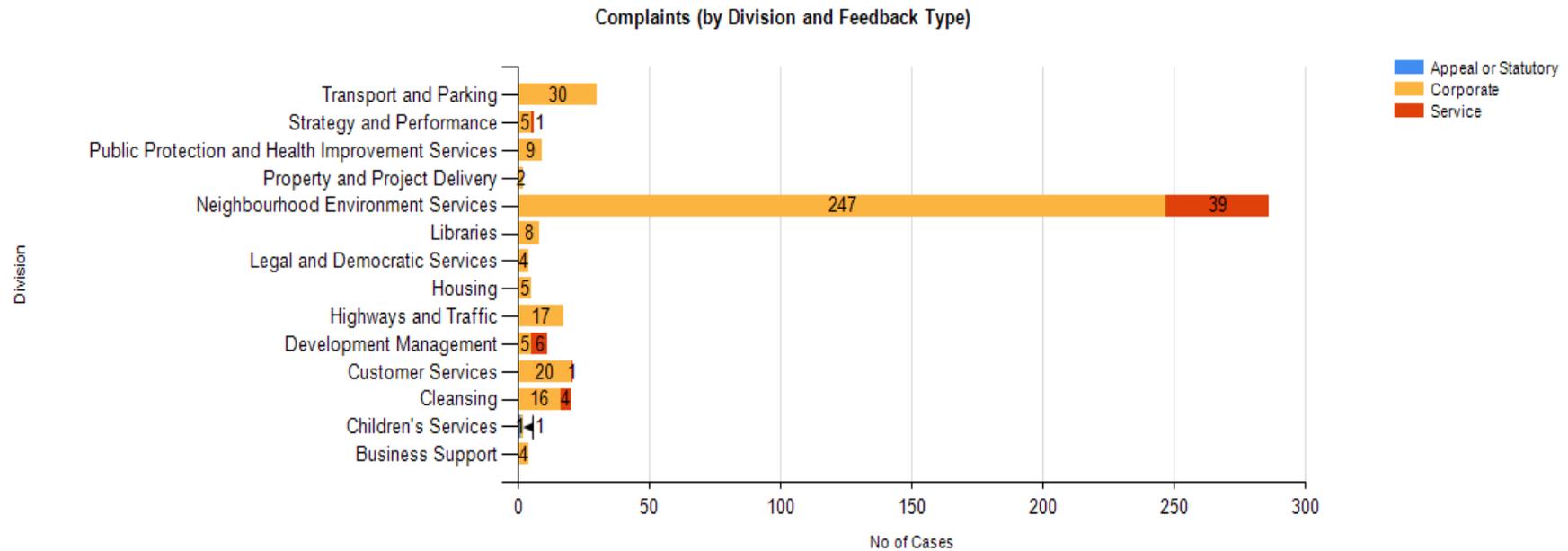
1st April – 30th June 2016



This graph shows closed complaints (cases that have been picked up by service Customer Feedback Officers (CFOs) and either closed as outside the complaints procedure, or dealt with at Stage 1 of the process and a response issued to the complainant.) 'Breach state' (in red) shows the number of complaints not dealt with by services within 15 working days.



Quarterly Customer Feedback Summary
1st April – 30th June 2016



This graph shows, of those which were logged as complaints, whether they were closed as **‘Appeal or Statutory’** or **‘Service Request’**, or treated as **‘Corporate Complaints’**

‘Appeal or Statutory’ is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s corporate process.

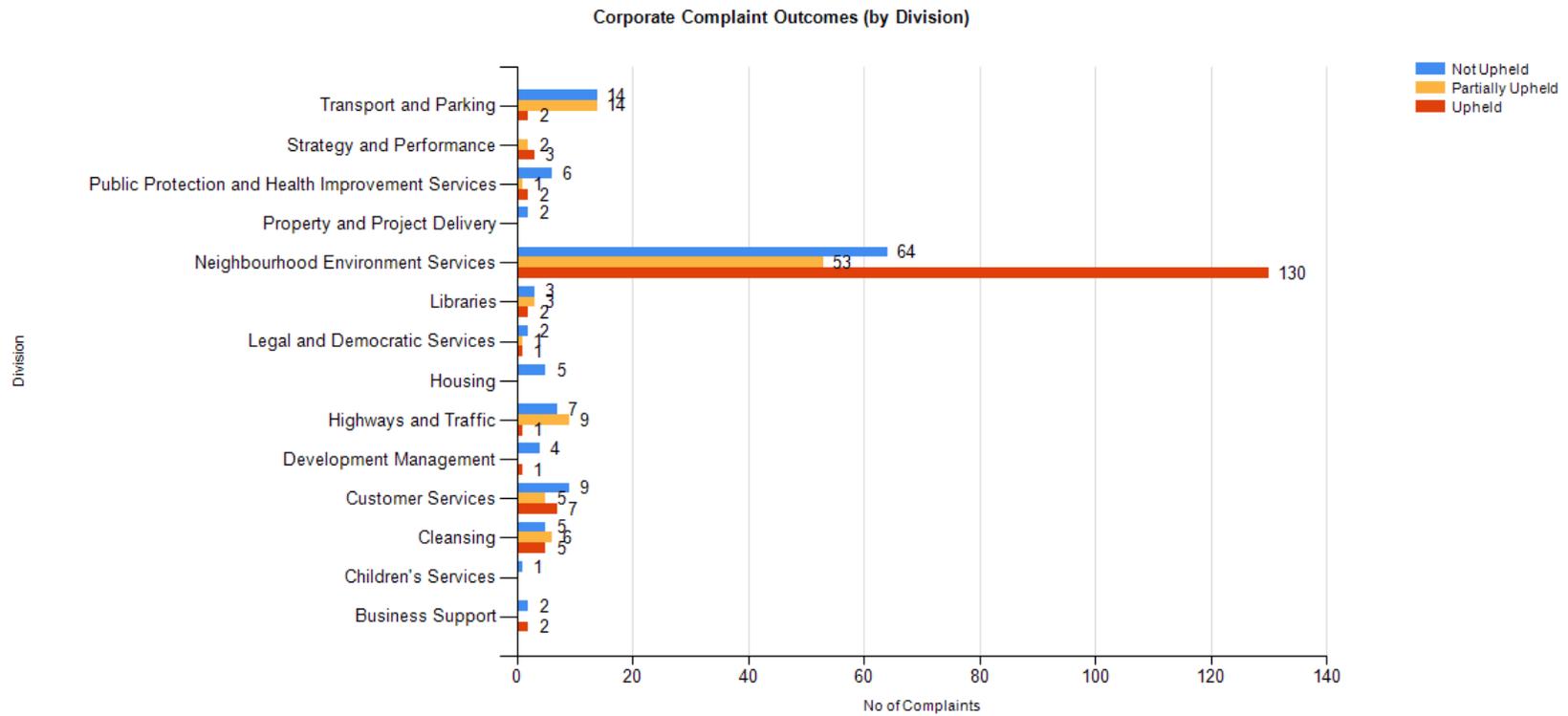
‘Corporate’ is used where the complaint does fall within the remit of the Council’s complaints process.

‘Service’ is used where a customer has made a request for service and their intention was not to make a complaint.



Quarterly Customer Feedback Summary

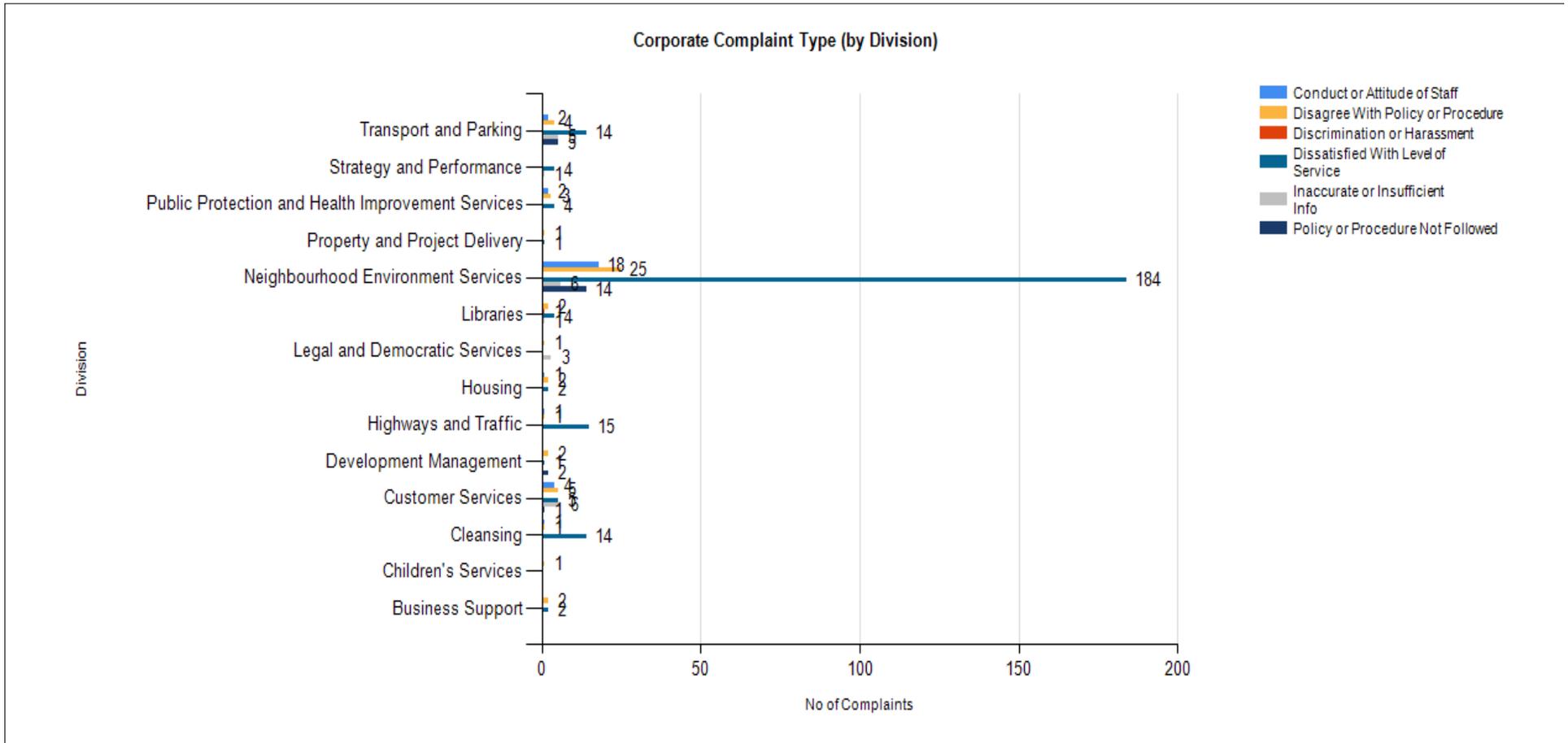
1st April – 30th June 2016



This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.



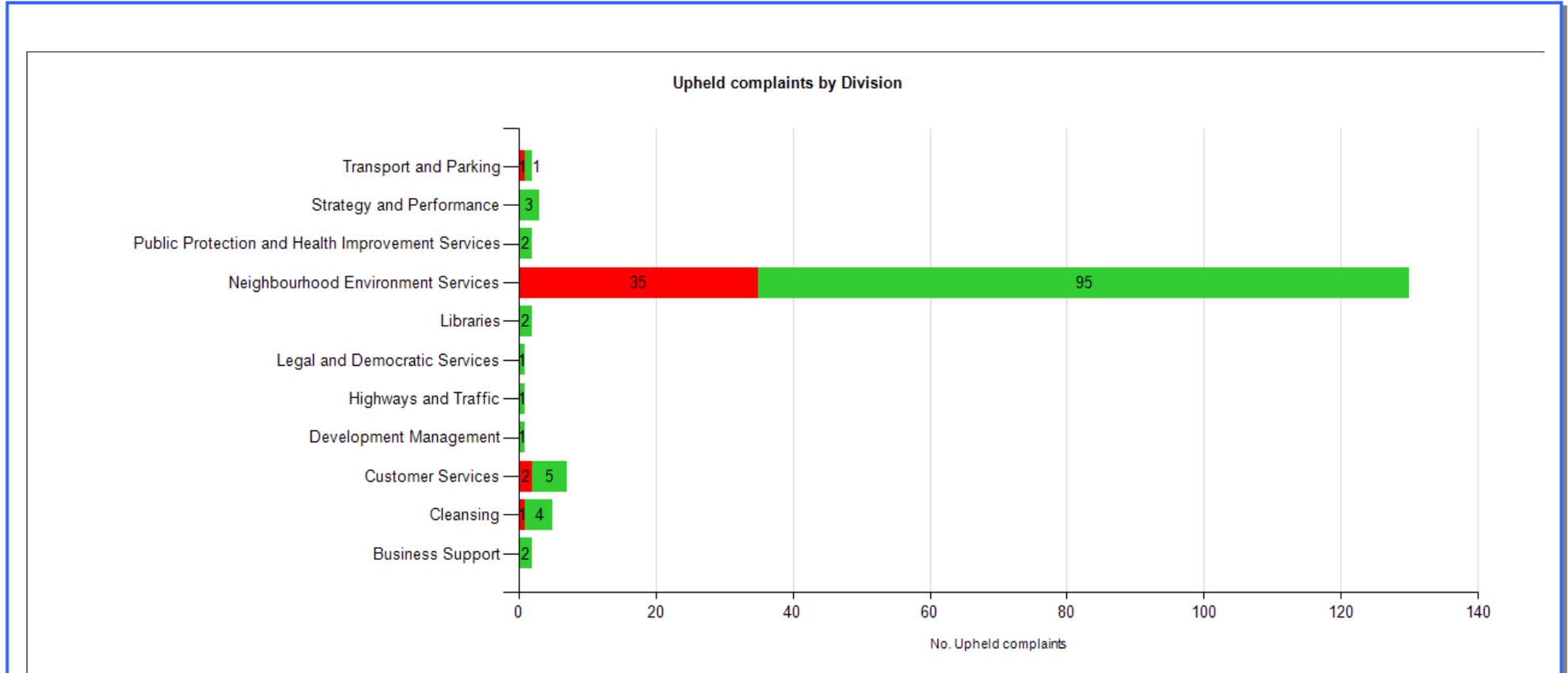
Quarterly Customer Feedback Summary
1st April – 30th June 2016



This graph shows what the complaint type was (whatever the outcome of the complaint).

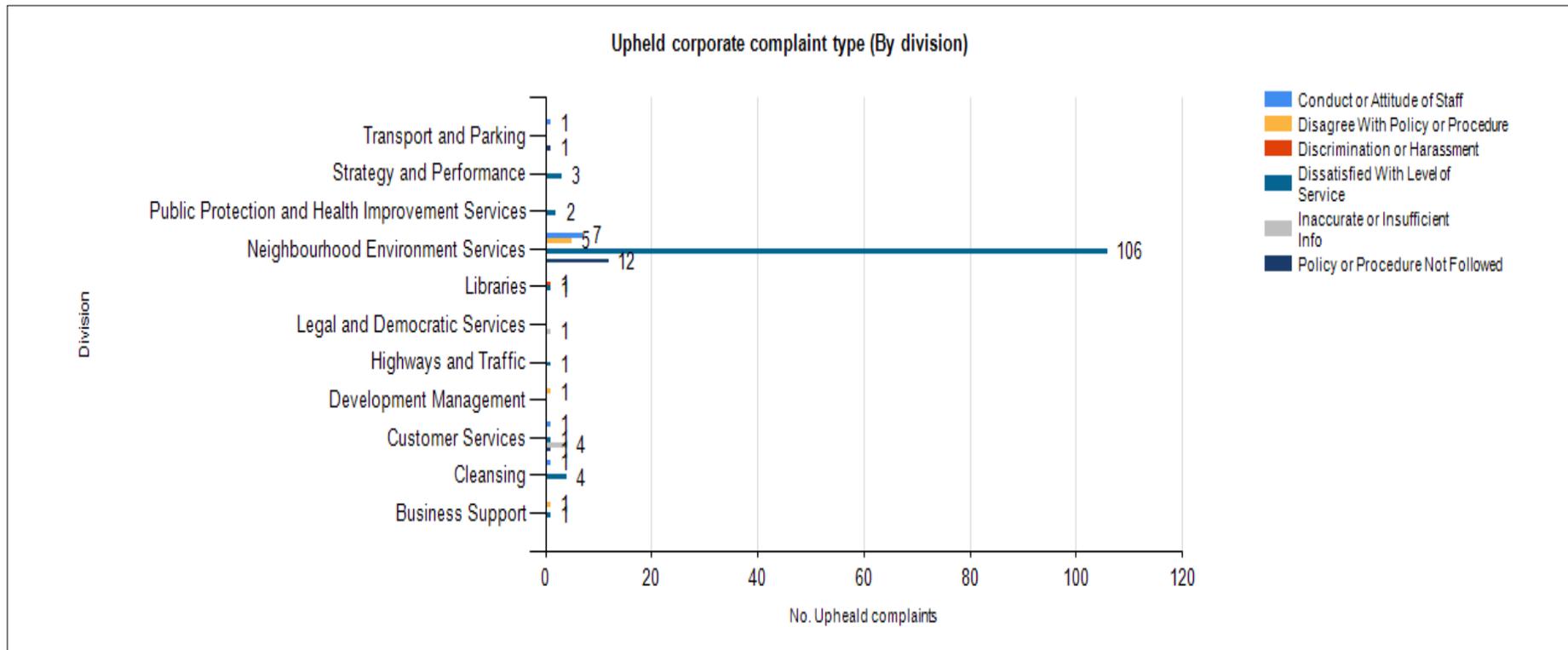
Quarterly Customer Feedback Summary
1st April – 30th June 2016

The following two graphs relate to Upheld complaints only



This graph shows the number of complaints upheld during the last quarter. 'Breach state' (in red) shows the number of complaints not dealt with by services within 15 working days.

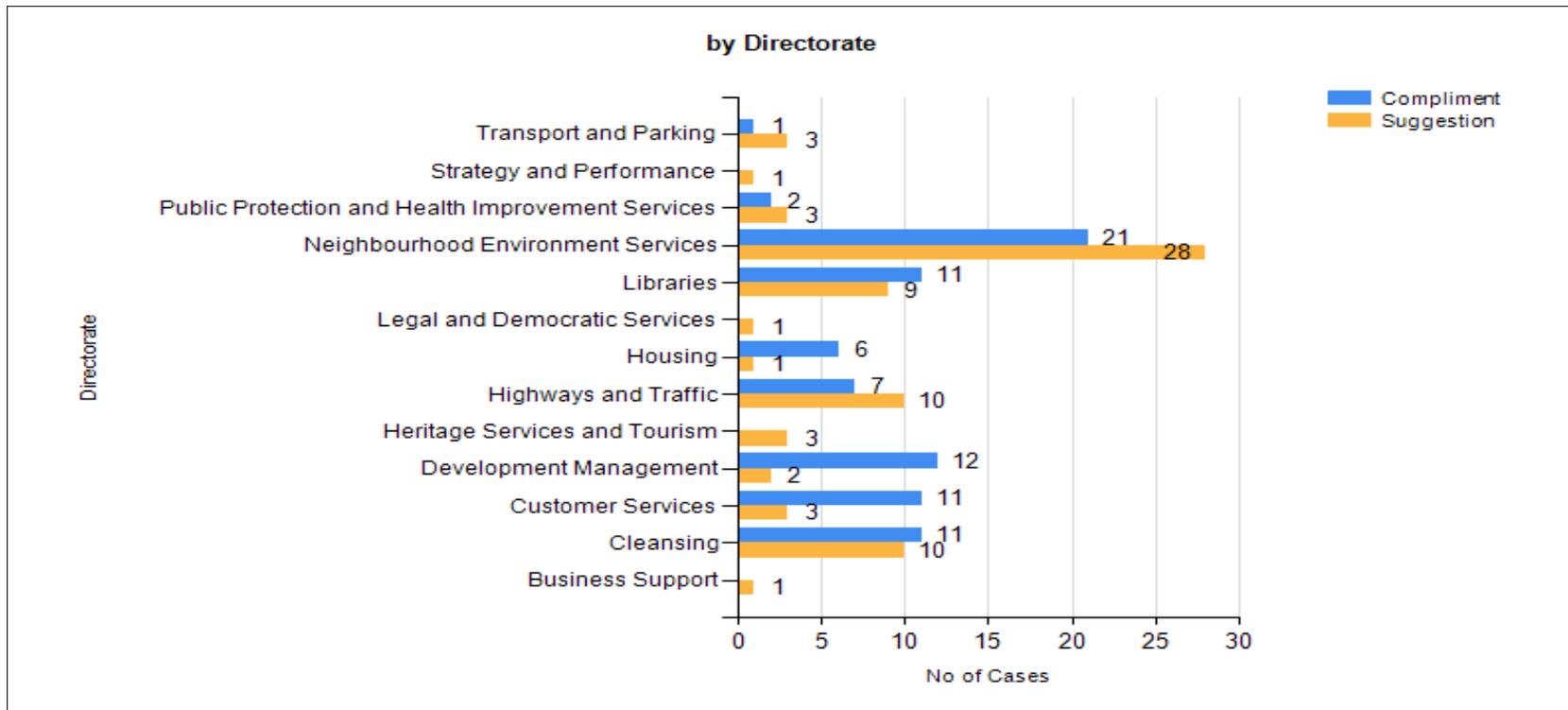
Quarterly Customer Feedback Summary
1st April – 30th June 2016



This graph shows the types of complaint which were upheld during the last quarter.

Quarterly Customer Feedback Summary
1st April – 30th June 2016

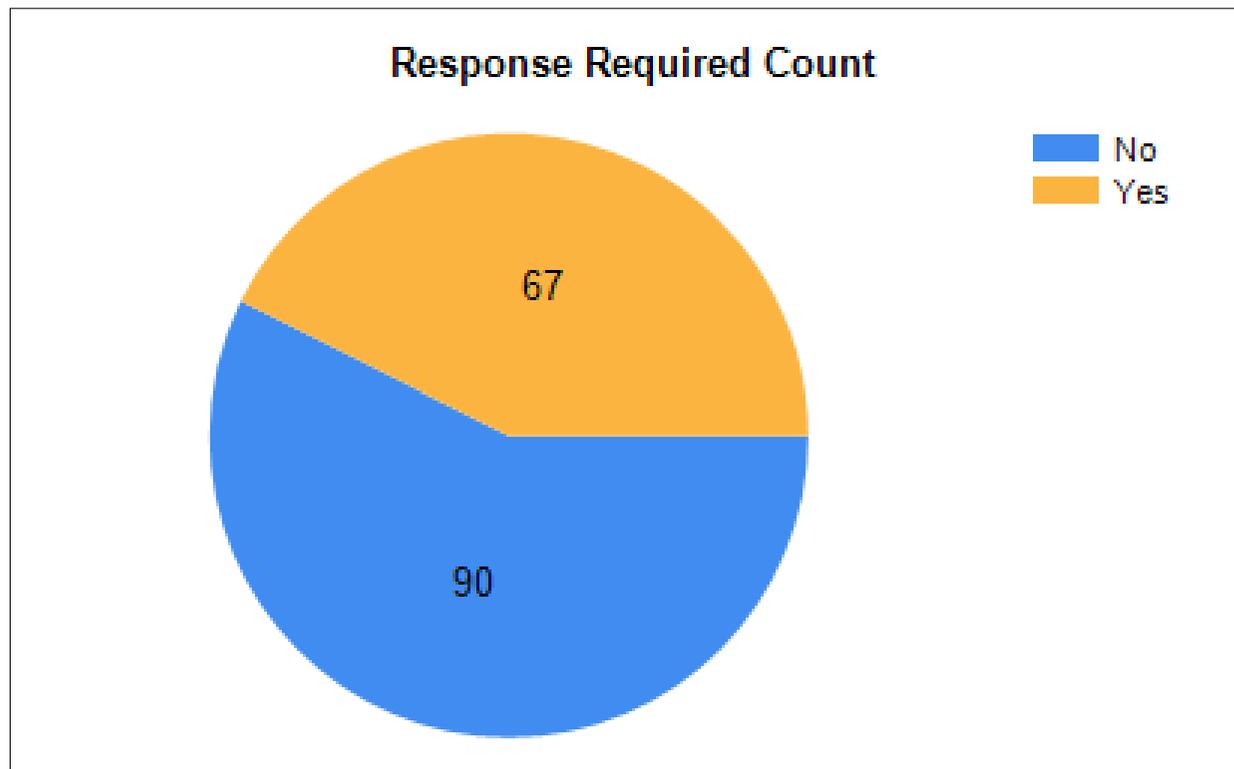
The following graphs concentrate on feedback cases which were compliments or suggestions.



This graph shows all compliments and suggestions recorded on CRM during this quarter....



...and whether a response was required by the customer.



Quarterly Customer Feedback Summary
1st April – 30th June 2016

Stage 2 requests during the period

For escalating complaints, Stage 2 provides the opportunity of another Service investigating the complaint by undertaking an independent review. However, before a Stage 2 review is agreed, Customer Services assesses the Stage 1 investigation to ensure that all matters raised in the original complaint have been comprehensively and accurately addressed, and if not, may refer it back to the Service to ensure this now happens. In so doing we aim to determine:

- if the complaint may be resolved by further Stage 1 consideration by the Service, or;
- if a Stage 2 investigation is appropriate, or;
- whether the customer would be better served by referring their complaint direct to the Local Government Ombudsman (LGO), for example if the Service has fully sought to resolve the issue and a Stage 2 review is unlikely to change the position, such that effectively the Council complaints process has been fully exhausted and any further review by the Council would cause unnecessary delay.

Division	Number received during quarter	Outcome		
		Complaint Fully Exhausted	Stage 1 Incomplete	Stage 2 Granted
Development Management (Planning)	2	2	0	0
Public Protection	2	2	0	0
Highways	1	1	0	0
Housing	3	3	0	0
Parks & Green Spaces	1	1	0	0
Finance Support Services	1	1	0	0
Children's Services	1	0	1	0
Property & Project Delivery	1	0	1	0
Parking Services	1	1	0	0
Grand Total	13	11	2	0

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Feedback from Service Customer Feedback Officers

Customer Feedback Officers are asked to provide the following information:

- Have you identified any trends / recurring themes in the feedback cases you've been picking up over the last quarter?
- Please summarise key examples of customer feedback, and outline any changes your service has implemented (or plans to implement) as a result of the feedback you've received. Our customers said... and what we did about it...

Service	Trends / recurring themes	<i>You said...</i>	We did...
Legal & Democratic Services	We have had 4 complaints during this period. All 4 complaints related to the elections in May and June and were mainly about situations that arose through the postal vote procedure. One of the complaints was upheld and rectified to the complainant's satisfaction. One was partially upheld as it related to the votes not reaching us which we have no control over. The other two were not upheld and were issues laid down legislatively that again we don't have any control over.		
People & Communities Directorate			
Children & Young People	There appears to be no trend with the Corporate complaints at the moment	One complaint was a Statutory complaint regarding a Social worker so was dealt with under statutory complaint procedure. The second complaint was regarding charges and funding of a Nursery.	The responses to these complaints have been particular to the individual involved and the responses to the complaints have reflected this

Quarterly Customer Feedback Summary

1st April – 30th June 2016

Service	Trends / recurring themes	<i>You said...</i>	We did...
Adult Social Care	No feedback received during this quarter via the corporate process.		
Place Directorate			
Development & Regeneration	No feedback received during this quarter via the corporate process.		
Housing Services	<p>7 compliments and suggestions 5 corporate complaints, none upheld</p> <p>Housing complaints are difficult to resolve because customers have urgent or high housing needs that have to be met but supply options are restricted/prioritised. For example, this quarter three complaints progressed to stage 2 for review, none of which merited further investigation.</p>		
Heritage Services & Tourism	No feedback received during this quarter via the corporate process.		

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Service	Trends / recurring themes	<i>You said...</i>	We did...
Highways & Traffic	<p>This quarter we have received 27 complaints and 12 compliments. The majority of complaints have been relating to Overgrown Vegetation or Traffic Management due to resurfacing works.</p>	<p>Customers feel the verge cutting is too slow and causing visibility issue and danger</p> <p>Poor traffic management and too many traffic diversions.</p> <p>We have received several messages of thanks for speedy response to pothole repairs and compliments on resurfacing that has taken place</p>	<p>Customers reassured that a programme was in place to cut verges and if an urgent report was received these would be dealt with straight away. The rain amounts this year has made the growth faster than normal.</p> <p>A verge cutting programme online in the future will be a useful tool for customers.</p> <p>Explaining that the resurfacing window due to weather conditions was quite limited so works may feel constant at moment. Explaining to customers where programme can be found on website and also offering the use of the roadworks.org which show diversions in map form.</p>
Transport Development			

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Service	Trends / recurring themes	You said...	We did...
Neighbourhood Environment (Waste Services)	Due to this reporting quarter consisting of the Garden Waste renewals timetable, there has been a slight increase in complaints with regards to this service. With some 17k+ customers being catered for, this is not wholly unexpected.		Never the less we have been working hard to resolve issues where raised, and will look to ensure errors are corrected for future years. Some resolution has been sought by going out to visit customers and in some cases providing complementary Garden Waste sacks as appropriate. This has been welcomed by all the customers that we have spoken to.
Neighbourhood Environment (Recycling)	The recycling complaints have mainly been around issues with missed collection and container delivery, with June seeing a high jump of the total number of complaints received.	Most customers are dissatisfied when we fail to return for a missed collection within the agreed policy	We are continuing to work with our contractor Kier to drive the number of complaints down looking at manageable container request web link that is due to be launched soon. The contractor is also carrying out toolbox talks with its crew with an aim of reducing the total number of missed collection complaints and also ensuring all missed collections are returned for within policy. We are also working with the contractor looking at ways of reducing the number of assisted missed collections; by re-examining the assisted collection database and ensuring they match the print out issued to collection crew

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Service	Trends / recurring themes	<i>You said...</i>	We did...
Neighbourhood Environment (Cleansing)			
Parks & Green Spaces	A seasonal increase in the number of complaints relating to vegetation growth.	<p>We are not cutting the grass frequently enough (whether this relates to Council or Curo land).</p> <p>Customers regularly Tweet about their enjoyment with and pleasure of (replaced and or new): Play equipment, the one-off event showing off the Parks Horticultural excellence at the open day, the facilities of the open parks, events at Parade Gardens and all the hard work done by the grounds staff and tree teams.</p>	<p>We have sourced more machinery and the grounds staff are working longer to ensure that we are meeting the demand on Council land.</p> <p>We are working with Council Connect to ensure customers with Curo related enquiries are identified straight away and given the right information.</p> <p>We are putting information on the Council's Homepage about the steps we have taken to address this.</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Service	Trends / recurring themes	You said...	We did...
Public Protection & Health Improvement Services	<p>9 issues are documented. One was wrongly allocated to the service area, one related to a different organisation (not B&NES), one related to an issue the Council is not able to action.</p> <p>Of the other six - 3 related to the Leisure Provider - GLL - however, only one of these was upheld.</p> <p>1 related to electric vehicle charging points (upheld) and 2 to the dog warden service (1 upheld).</p> <p>There is no identifiable pattern</p>	<p>One complaint was upheld in relation to the phraseology used within a standard letter</p> <p>One complaint was received about the failure to maintain an electric vehicle charging point.</p>	<p>The wording in our standard letter has been changed.</p> <p>This issue will be addressed once a new contract is awarded via the West of England joint funding bid to the Office of Low Emission vehicles (DFT)</p> <p>The leisure provider (GLL) addressed the issue raised in respect of their staff giving incorrect information through training.</p>
Transport & Parking	<p>We have identified:-</p> <ul style="list-style-type: none"> • Indications are that the initial changes we have put in place to better monitor email contacts are contributing to a reduction in feedback regarding failure to respond. Further work is planned to increase resilience and improvement with colleagues in Council Connect • Most feedback relates to individual issues or concerns rather than a trend or recurring theme 	<ul style="list-style-type: none"> • That you have noticed repeated instances where medical permits intended for use to park when visiting residents/patients to provide care of treatment are being miss-used for commuter parking near surgery locations compounding parking difficulties in some Resident Parking Zones • You told us that the information about the provision of refunds on the reverse of 'visitor' parking permits was unclear and that you therefore had a poor experience when trying to return some which 	<ul style="list-style-type: none"> • We are currently undertaking a review of medical permits to identify potential proposals for change to address issues of miss-use and provide an improved and targeted permit system for medical and care workers to support provision of services to residents/patients at home • We reviewed the wording about refunds and acknowledged that it should be amended to give greater clarity.

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Service	Trends / recurring themes	You said...	We did...
		<p>were unused.</p> <ul style="list-style-type: none"> We have received some positive feedback about the level of Customer Service provided by Parking Services team and Civil Enforcement Officers <p>“I recently wrote about a parking issue and had very courteous and efficient service from Mrs XX and would like this to be acknowledged.”</p> <p>“I would like formally to place on record my sincere thanks to the Civil Enforcement Officer who helped me when I had difficulty with a parking ticket machine, gave me precise directions to Cheap Street, informed me about the location of Disabled bays for Blue Badge holders throughout the city and that there was a disabled bay outside the Guildhall close to my destination. His manner was entirely friendly and helpful. He was extremely courteous and it was a pleasure</p>	<p>The wording has now been changed and we have apologised for your experience</p> <p>We are pleased to receive positive feedback and always pass this on to our colleagues. Customer Service is a key priority for us and we will continue to support and develop our teams to uphold the highest of standards as Ambassadors of the council.</p>

Quarterly Customer Feedback Summary

1st April – 30th June 2016

Service	Trends / recurring themes	<i>You said...</i>	We did...
		to have met and spoken with him. Please convey my appreciation to him.”	
Public Transport			
Development Management (Planning)	<p>Only a small number of complaints were received during this quarter. The main reason for complaint continues to be disagreement with planning application decisions, handling of the planning application and procedures not followed. We also received one complaint in respect of the building control service.</p> <p>During this quarter there were two Stage 2 requests. However, both of these requests found that the Stage 1 response had been fully answered and no review was warranted.</p>	<p>There was a lot of positive feedback this quarter with regard to officers’ handling of planning applications and how the applications are being dealt with in a professional and speedy manner.</p> <p>The Agents Forum have commented on the continued efficiency and helpfulness of the registration service.</p>	

Quarterly Customer Feedback Summary
1st April – 30th June 2016

Resources Directorate			
Business Support (Finance)	<ul style="list-style-type: none"> ➤ New kiosk machines and card charges ➤ Delay in starting a direct debit, causing a reminder to trigger 	<p>Card charges</p> <p>Dislike of new kiosk machines</p>	<p>We will endeavour to make the web page on 'pay for It' clearer that a charge applies if payment is made by credit card</p> <p>Explain the old machines needed to be upgraded to facilitate compliance to the latest security requirements</p>
Customer Services	A number of instances where the information we were giving to our customers gave cause for complaint.	You were dissatisfied with the layout of Bath One Stop shop	We explained that we are unable to change the layout of the One Stop Shop at the moment.
Business Continuity & emergency Planning	No feedback received during this quarter via the corporate process.		
Libraries	<ul style="list-style-type: none"> • Wifi- access and restrictive band width • Withdrawal of Photocopying services in Keynsham • Customers requesting direct telephone contact with libraries and library staff. 	<ul style="list-style-type: none"> • Continued WIFI issues with slow speeds and access issues due to upper limit reach of band width. • Removal of photocopying services in Keynsham library has been received negatively by several members of the public. 	<ul style="list-style-type: none"> • Booster put in place last quarter. Staff suggested solutions include block streaming sites and limit borrowers individual wifi usage. Limit use to library members who need to book in with membership details. • One Stop Shop shared this service and it was felt that data protection could be compromised. • As a solution staff are giving customers information about

Quarterly Customer Feedback Summary
1st April – 30th June 2016

		<p>Direct telephone line requested by several members of the public to access the libraries directly. Members coming into the library and asking to speak to the person that dealt with them over the telephone, not understanding that Council Connect staff are not operational at the library site</p> <p>“I wanted to say a huge thank you to your staff and facilities today at Bath library. I am on holiday and urgently needed access to a pc, printer and scanner, all of which were offered free of charge (just a slight fee for printing) It saved my day and I am very grateful.”</p> <p>“I had a muddle over a surprise fee on my son’s library card. I hadn’t been aware of my responsibility to check my children’s cards from my own, which I do now- the team were respectful and calm when I was obviously upset, cross and agitated”</p> <p>“I am very impressed by the standard of service delivered by the library staff on every occasion. Bath Library offers a very hospitable environment in which to study”.</p>	<p>other local photocopying services in Keynsham.</p> <ul style="list-style-type: none"> • Suggestion to discuss at Partner Liaison meeting with Council Connect- additional training.
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Quarterly Customer Feedback Summary**1st April – 30th June 2016**

Project Delivery, Property & Facilities	No feedback received during this quarter via the corporate process.		
Strategy & Performance			