

# Quarterly Customer Feedback Summary

## 1<sup>st</sup> July 2016 – 30<sup>th</sup> September 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.

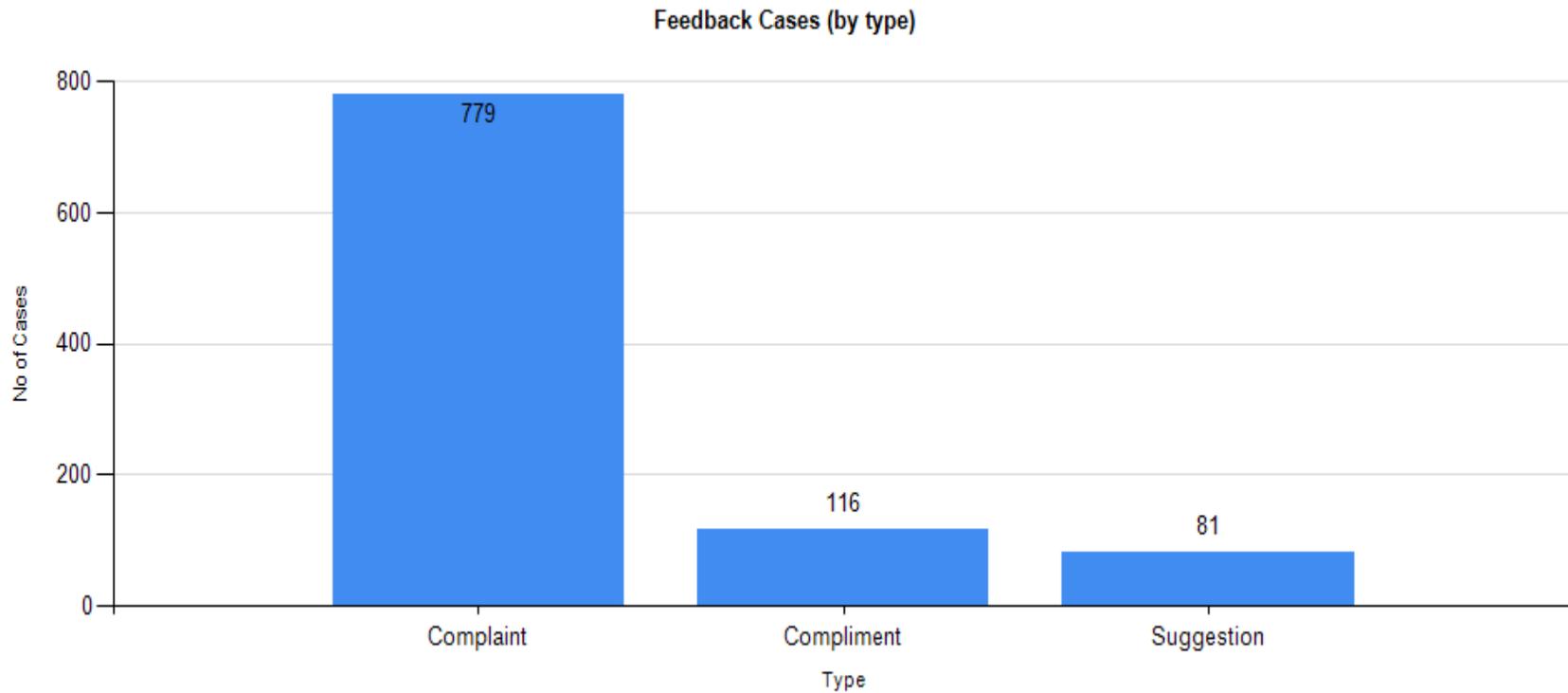
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 2 2016/17 (July – September 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](#)

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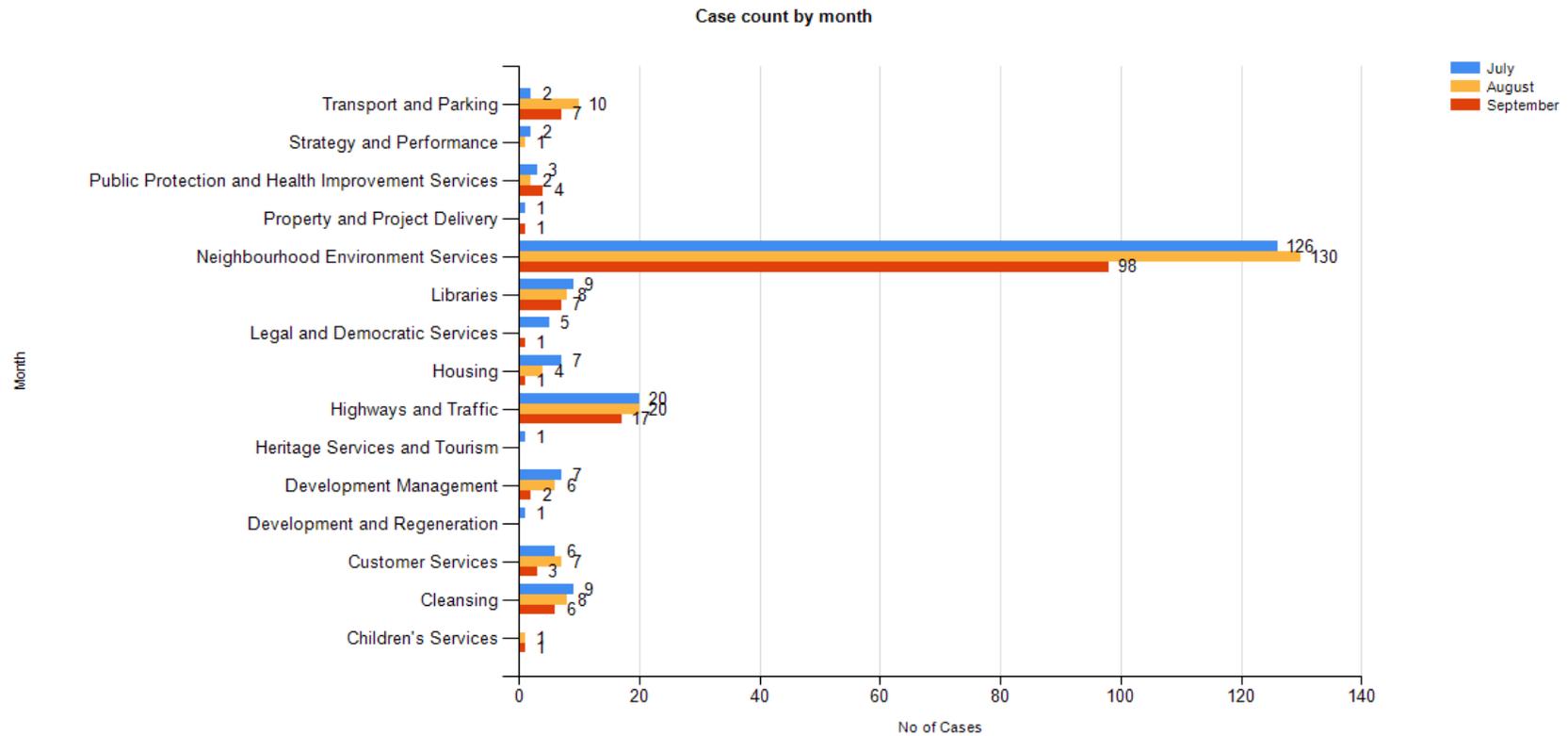
**This table shows ALL feedback received** – it illustrates all feedback received for all services. It is important to bear in mind that during the same period the Council Connect contact centre handled **40,267** telephone, email and social media contacts

Complaints represents **1.93%** 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.

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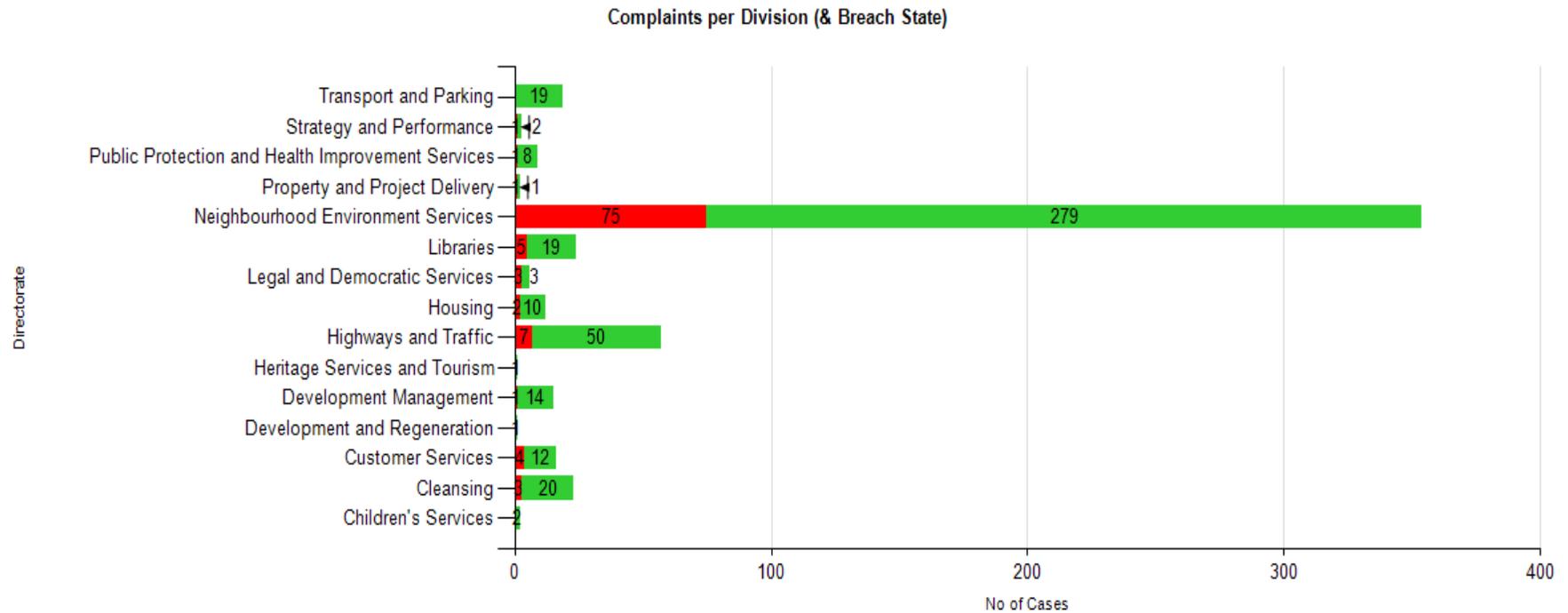
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This graph shows the number of complaints received over each month



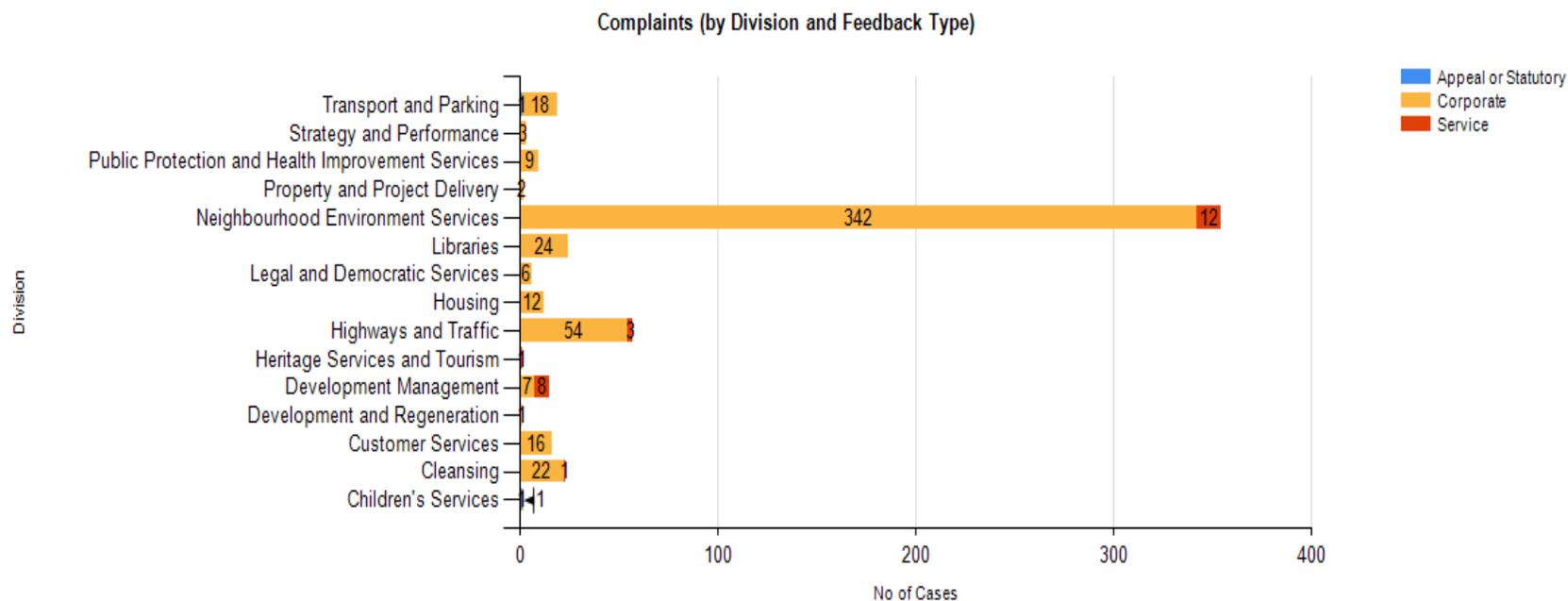
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**This graph shows closed complaints** (cases that have been picked up by service Customer Feedback Officers (CFOs) and either closed as outside the complaints procedure, or dealt with at Stage 1 of the process and a response issued to the complainant.)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



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**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’**

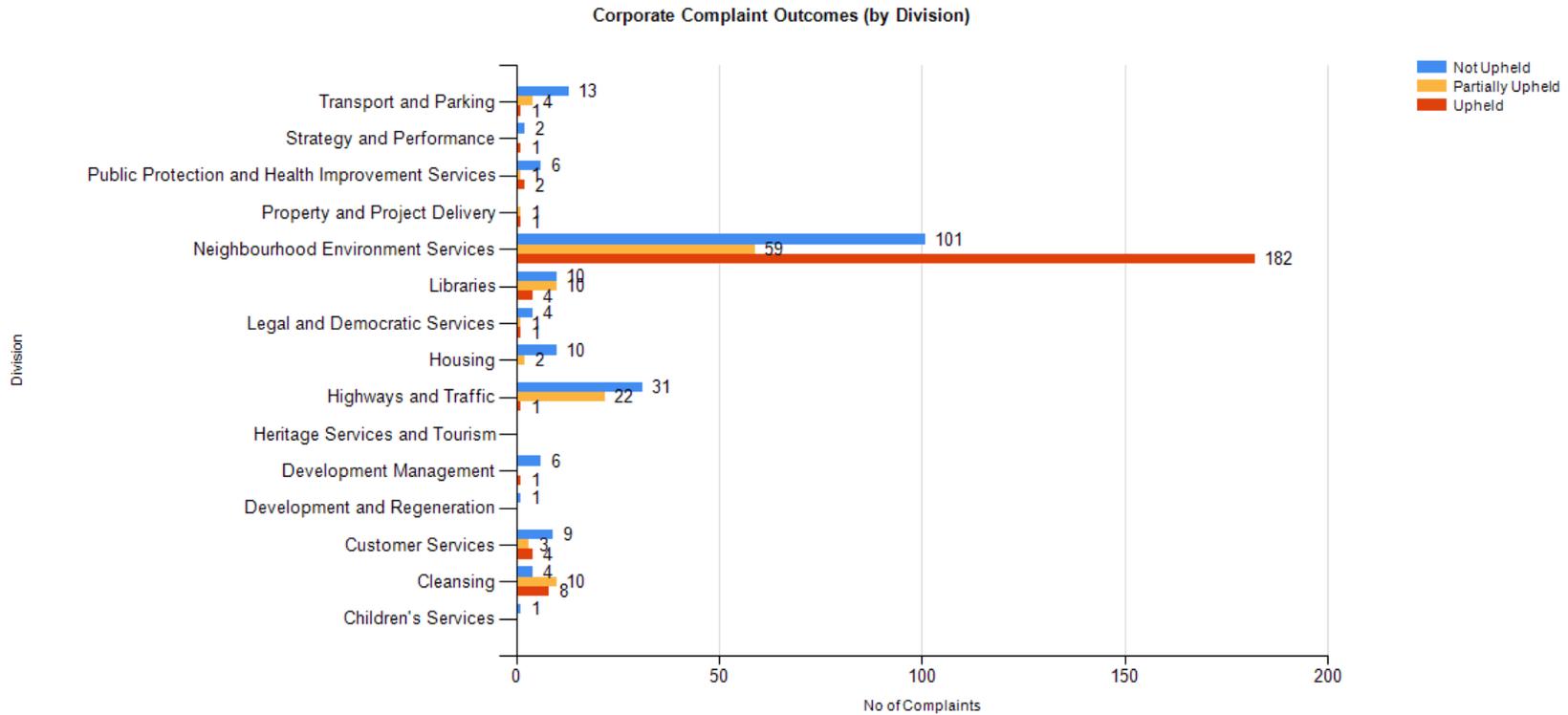
**‘Appeal or Statutory’** is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s corporate process.

**‘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.



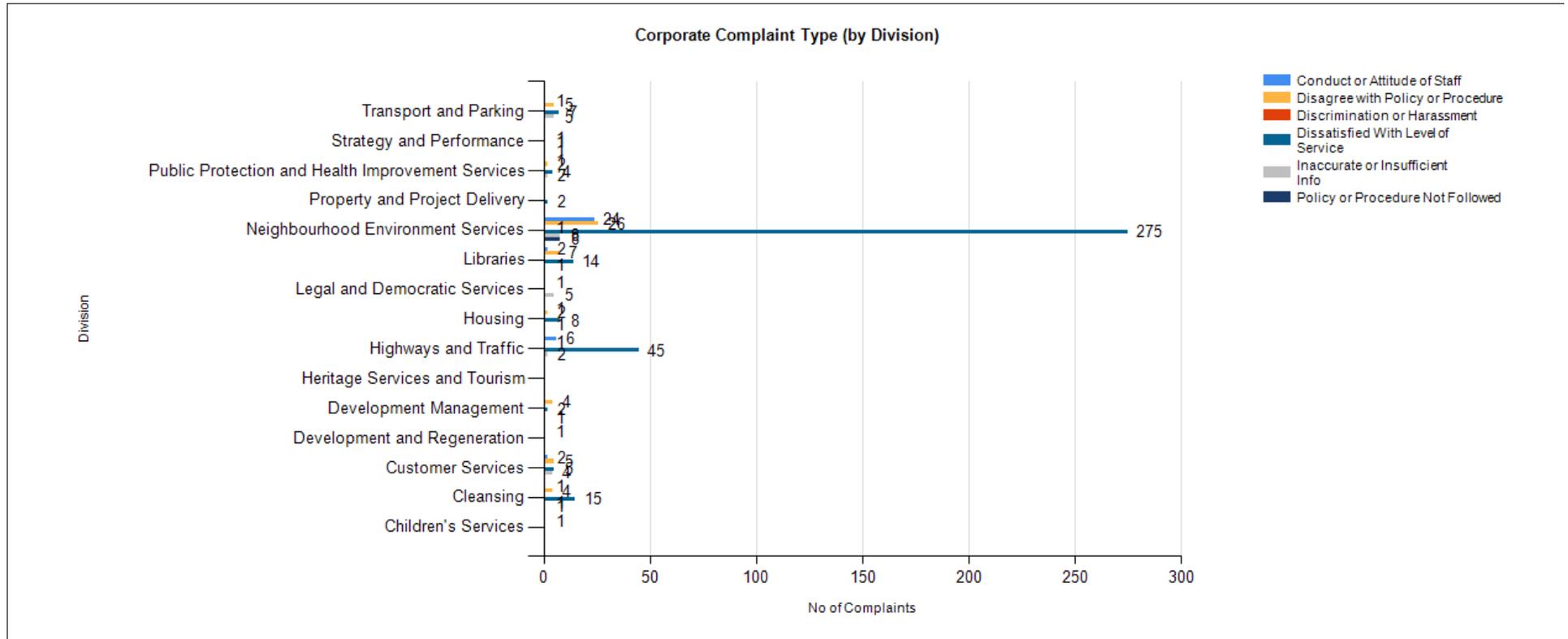
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**This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.**



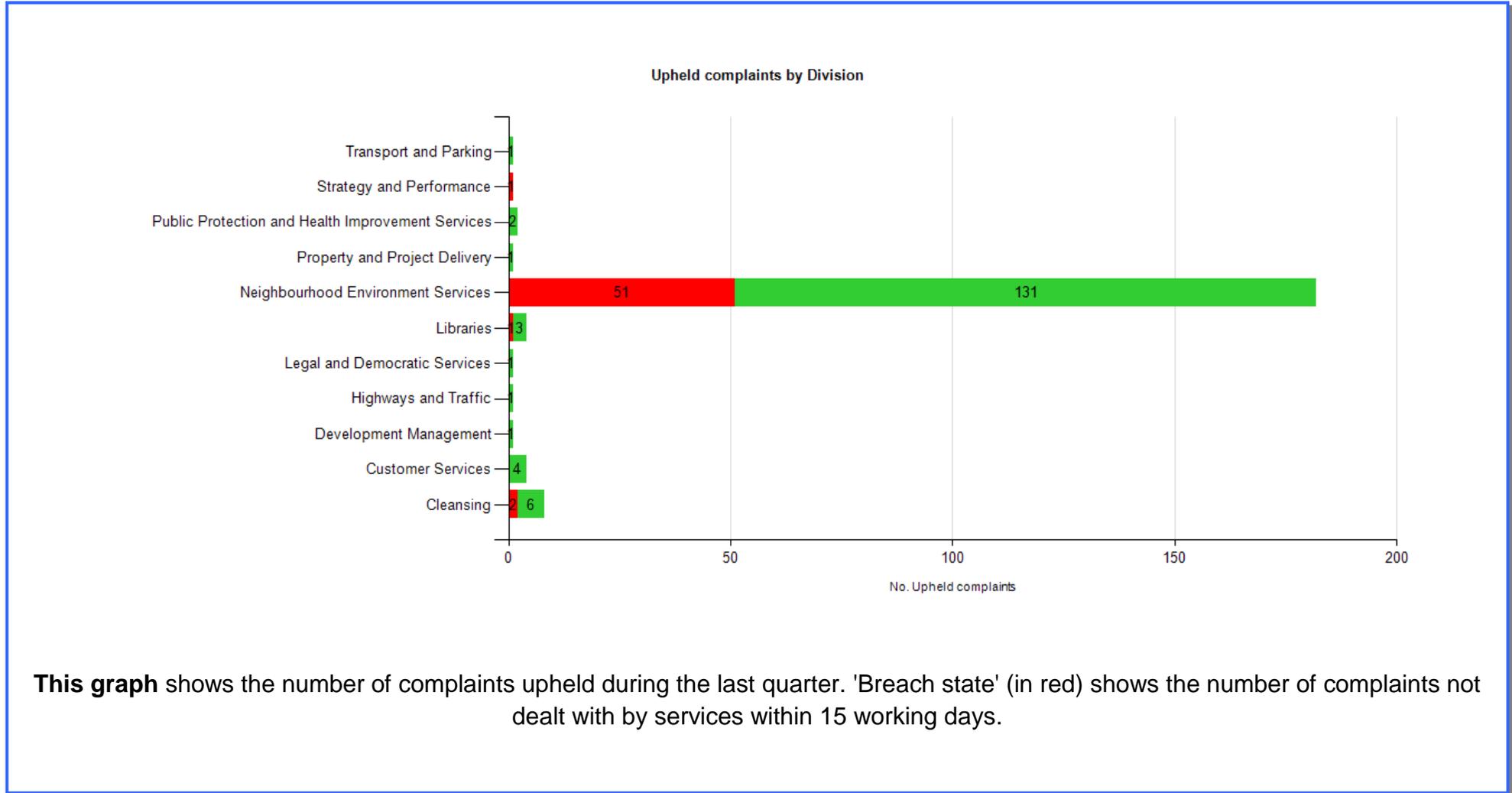
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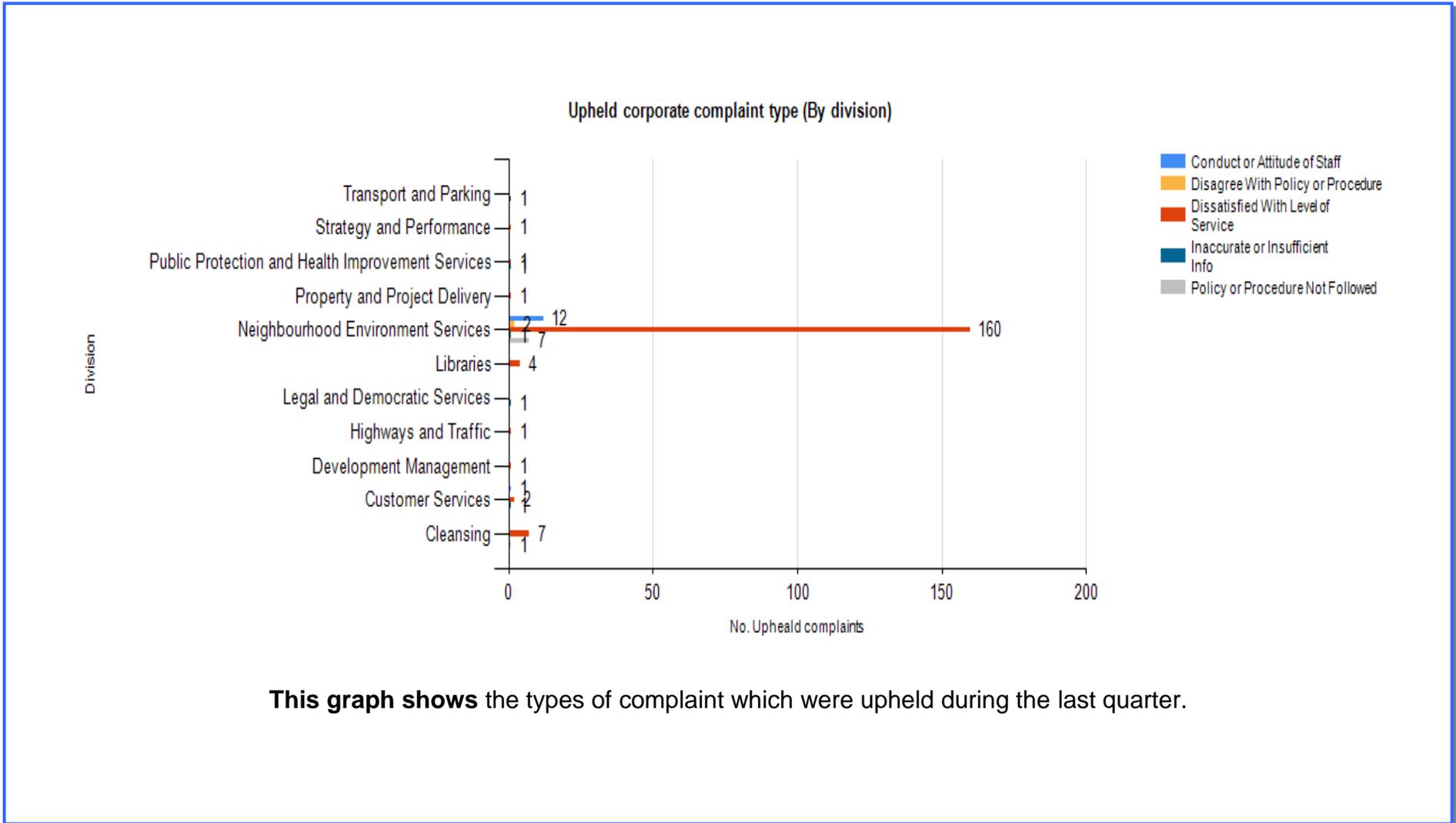
**This graph shows** what the complaint type was (whatever the outcome of the complaint).

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The following two graphs relate to Upheld complaints only

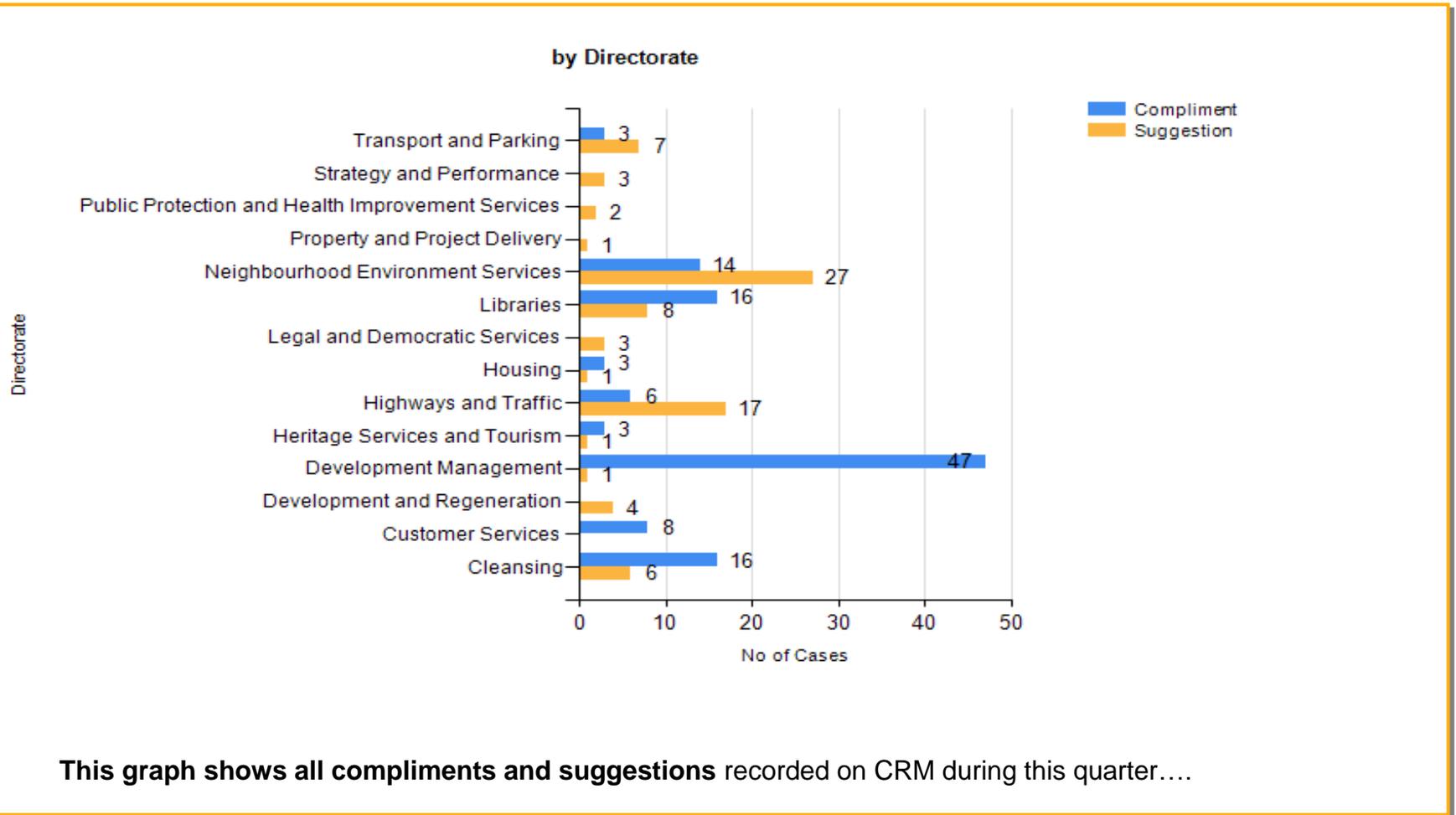


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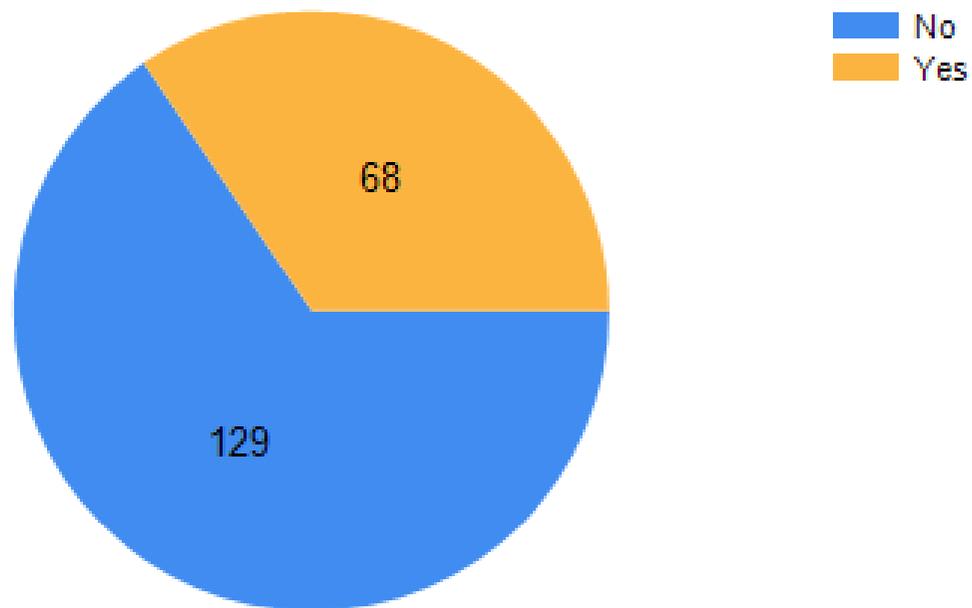
The following graphs concentrate on feedback cases which were compliments or suggestions.





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

**Response Required Count**



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**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)	4	4	0	0
Highways	1	1	0	0
Housing	1	1	0	0
Adult Care	1	1	0	0
Parking Services	2	2	0	0
<b>Grand Total</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>

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**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...

<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
<b>Legal &amp; Democratic Services</b>	Feedback received during this quarter related to the voting process.		
<b>People &amp; Communities Directorate</b>			
<b>Children &amp; Young People</b>	There is no identifiable trend from the 2 customer feedback cases during this quarter.  The nature of these complaints have been particular to the individual involved and the responses to the customers have reflected this		
<b>Adult Social Care</b>	No feedback received during this quarter via the corporate process.		
<b>Place Directorate</b>			
<b>Development &amp; Regeneration</b>	There is no identifiable trend from customer feedback during this quarter.		

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<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b><i>We did...</i></b>
<b>Housing Services</b>	There is no identifiable trend from customer feedback during this quarter.		
<b>Heritage Services &amp; Tourism</b>	There is no identifiable trend from customer feedback during this quarter.	<p>Complaint from visitor who was unable to access rooms at the Assembly Rooms due to a function</p> <p>Compliment regarding courteous and patient front of house staff</p>	We explained why the Assembly Rooms are used for functions and that our website suggests contacting us before visiting to find out if there is a function.
<b>Highways &amp; Traffic</b>	There has been an increase of complaints during this quarter, mainly relating to roadworks and the traffic management involved. We have had several large schemes in Bath during this period including North Parade, Loves Hill Drainage works and a new development on the Fox Hill site. All have had either long diversions or heavy traffic management. We have also had a number of complaints relating to the change of streetlighting to more energy/cost efficient LED lights and overgrown vegetation.	<p>Loves Hill Drainage – diversion in place due to replacing and installing new drainage system.</p> <p>North Parade – essential reconstruction works.</p>	<p>Ensured that links on the website are kept up to date with diversions and made engineer aware to check signs are in place and visible in advance of the closure.</p> <p>Letter sent out explaining that we acknowledged the issues re Bath's road network but issues such as freshers week, accidents, irresponsible parking and a bus breakdown had worsened the situation. To help with the traffic flow we temporarily suspended one signal crossing in Dorchester Street, closed a temporary crossing on Manvers Street and opened up Avon St and St James Parade to all traffic (when previously restricted to buses and taxis). These points were also</p>

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
		<p>Streetlighting complaints</p> <p>Overgrown vegetation</p> <p><b>COMPLIMENTS</b>            4 compliments this quarter, 2 relating to approving of the new LED streetlights and 2 relating to efficiency their enquiry was dealt with (pothole filling and o/g vegetation)</p>	<p>published on website</p> <p>Asked Streetlighting team to keep their webpage up to date explaining what works were taking place and why (all lights being replaced are to save cost and increase energy efficiency).</p> <p>All reports were inspected as quickly as possible. If causing dangerous visibility issues then would be cut immediately. Private land issued with letters and all other verges cut back on a programme of works. Attended to all emergencies straight away, sent letters and follow up letters to private landowners and explained about the work programme.</p>
<b>Neighbourhood Environment (Waste Services)</b>	This period a number of issues reported have been related to missed collections	Missed collection no return policy, residents unhappy with the policy	"Make sure" note issued to crew for next collection, if problem continues the crew put on a supervisor monitor.

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
		<p>Garden waste bin not being presented back at the edge of residents properties after emptying.</p> <p>Praise for staff at the Bath recycling centre for being helpful advising residents which bins they need to dispose of their waste.</p>	<p>“Make sure” note issued to the crews by supervisors and some crews put on a supervisor monitor.</p>
<p><b>Neighbourhood Environment (Recycling)</b></p>	<p>This period a number of issues reported have been related to missed collections</p> <p>There was a slight increase in missed collection and the lack of return within policy, this was apparently due to a drop in round by contractor and subsequent breakdown in a number of vehicles.</p>	<p>Specific complaints around this period has been around missed collection due to mentioned issues</p> <p>I have had compliments where crew have been helpful to elderly residents.</p>	<p>The round was reinstated and we are working closely with our contractor in the future if a round had to be dropped</p>
<p><b>Neighbourhood Environment (Cleansing)</b></p>		<p>Weed removal and Street Cleansing not enough Street cleaners seen in outer areas of Bath.</p> <p>Centre reservations long grass and litter picking issues</p>	<p>Street Cleansing is on a two week rota and this has been under review and routes changed to tackle problem areas. Residents advised to report any hotspot areas so that cleansing team can concentrate on this on their next visit.</p> <p>Traffic management systems have to be put in place before this work can</p>

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Service	Trends / recurring themes	You said...	We did...
		<p>Positive comments received from residents on response times, cleansing service reacting to problems raised.</p>	<p>be completed to ensure the safety of the staff. Cleansing are working with the parks team and highways agency to speed these processes up.</p>
<p><b>Parks &amp; Green Spaces</b></p>	<p>Customers are reporting hedges and brambles over-growing on public footpaths and on road-side verges/hedges.</p>	<p>The council doesn't inform customers of what we are doing.</p> <p>Complaint questioning the necessity of taking enforcement action.</p>	<p>There is currently information on the webpages for the public to view explaining what we are doing and why we are doing it</p> <p>We are taking a proactive stance using publicity as well as enforcement, which is on occasion necessary, to obtain compliance with legislation.</p>
<p><b>Public Protection &amp; Health Improvement Services</b></p>	<p>9 complaints were documented – relating to 7 different issues. There were no trends identified.</p> <p>(Of the 9 complaints 2 were upheld and one partially upheld)</p>	<p>One upheld complaint related to advice given to a customer from another service (about our service) which was incorrect</p> <p>One upheld complaint related to an appointment for a visit being recorded at the wrong time</p>	<p>Informed the other service of the correct advice.</p> <p>Officer error recording the appointment. The operative visited the same afternoon and completed</p>

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
		<p>The partially upheld complaint related to a misunderstanding in relation to advice given</p>	<p>the work</p> <p>Officer given advice and now fully aware of the process/procedures.</p>
<p><b>Transport &amp; Parking</b></p>	<p>In Passenger Transport we receive very low levels of feedback and have not identified a trend.</p> <p>In Parking Services we identified that most feedback relates to individual issues or concerns. Some feedback relates to the issue of penalty charge notices which is replied to in accordance with the Parking statutory process rather than the Feedback and Complaint policy.</p>	<p>Service comment – The level of feedback about Passenger Services is very low.</p> <p>It can be frustrating when you travel to central Bath and want to park in a car park. Roads are often busy, particularly around Southgate. Car parks may be very busy or full on arrival, meaning delay for you finding an alternative</p>	<p>Passenger Transport received 1 formal complaint this period which was not upheld. Most feedback for the service is positive and viewed as a useful service to help people access services and facilities.</p> <p>We provided information about parking options including Park and Ride sites. Park and Ride services are the easiest way to travel into Bath by car. You can park at the site for free and pay on the bus to your destination.</p> <p>We understand there are times when Park and Ride may not be the option for you. To help you plan your route at the time of travel, we have added a new live, 'current occupancy' link to our car park web page.  <a href="http://www.bathnes.gov.uk/services/parking-and-travel/car-parking">http://www.bathnes.gov.uk/services/parking-and-travel/car-parking</a></p> <p>This shows real time information</p>

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
		<p>You are concerned that coaches are parking for extended periods at some city centre locations and ignoring parking restrictions. This is frustrating for residents and businesses and affecting space availability.</p> <p>We continue to receive some positive</p>	<p>about space availability in a number of central car parks, as well as the Park and Ride sites.</p> <p>We also plan to use social media to provide this information.</p> <p>We explained that due to essential flood mitigation and flood defence work to the North and South bank of the River Avon, there has been a change in operation of the Riverside Coach Park. Coaches can now only use this facility to drop off and pick up passengers. Coach parking has been relocated to the First Bus Weston Island depot.</p> <p>We have written to all coach operators about the changes and we are undertaking mobile patrols to identify issues. This is to promote awareness and compliance with parking restrictions or take enforcement action through the issue of Penalty Charge Notices as appropriate.</p> <p>We are pleased to receive positive</p>

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
		<p>feedback about the level of customer service provided by our services</p> <p>“Please pass on my thanks to the coning team for arranging the suspension of some parking spaces for a family funeral. You probably the last people to be thanked, but you really helped to make a very difficult time slightly easier”.</p> <p>“I left it late to renew my Blue Badge. Parking staff over the phone were very helpful and I used the One Stop shop to have my photo taken and left paperwork with them. I received my new badge before my old one ran out. I am so impressed by both services and wish to pass on my thanks for such a speedy turnaround.”</p>	<p>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>
<b>Public Transport</b>	<p>In Public Transport we identified that most feedback relates to individual issues or concerns, however we do receive feedback regarding services provided and managed by First Bus.</p>	<ol style="list-style-type: none"> <li>1. Local residents are unhappy about the new route of the U1 Bus service through Upper Oldfield Park. Your concerns relate to increased noise, pollution and congestion</li> <li>2. Local residents were unhappy that Bus route 379 had been withdrawn by</li> </ol>	<ol style="list-style-type: none"> <li>1. We explained that First Bus is responsible for this service and provided you with information to contact them to raise concerns. We are aware that following a meeting between First Bus and local residents, the bus route is to be reviewed</li> <li>2. We have looked at this and can</li> </ol>

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Service	Trends / recurring themes	You said...	We did...
		<p>First Bus and the impact this had on the local community.</p> <p>3. You were inconvenienced when a bus went to the incorrect bus stop due to a temporary change and that the 'real time information' display board did not show this information</p>	<p>advise that we have used some existing development funding to support a peak time bus service between Midsomer Norton and Bristol. The new service will start from November 2016</p> <p>3. We apologised for not providing up to date information on this occasion. We advised that we would contact First Bus to ask they consider improved signage on buses when there are temporary changes</p>
<p><b>Development Management (Planning)</b></p>	<p>The main reason for complaint continues to be disagreement with planning application decisions and handling of the planning application.</p> <p>During this quarter there were four Stage 2 requests. However, all of these requests found that the Stage 1 response had been fully answered and no review was warranted.</p> <p>The large number of compliments for this quarter have been mainly received for the Building Control Service. At the completion of every project the team inspect, customers are sent a short questionnaire card asking about their</p>	<p>Disappointed by the decision of the Committee and the way in which the Committee was managed.</p> <p>An example of one of the Building control Service responses:</p> <p><i>"Customer service was exemplary – courteous, helpful and prompt. I have rarely been served as well by any other</i></p>	<p>Officers provide support to members at Committee and on investigation it was confirmed that this particular application had been properly managed.</p>

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Service	Trends / recurring themes	You said...	We did...
	views on the service. Currently this year 98% of the responses have stated they were either satisfied or very satisfied with the service.	<i>service provider</i>	

Resources Directorate			
<b>Business Support (Finance)</b>	There is no identifiable trend from customer feedback during this quarter.	An issue was reported with the One Stop Shop Kiosk machines not accepting £2 coins.	An apology was sent to the customer, advising we would take up the issue with the software provider  The software provider was advised and the issue was remedied.
<b>Customer Services</b>	Received a number of complaints about Council tax, specifically regarding the Recovery process to collect arrears and/or staff attitude.	Customer was unable to use the online process to report multiple cases of fly tipping.  Customer complained that they had been charged for sending a text to the Council number advising us of a full bin.	This was an IT error we were unaware of and is being investigated by the service team and IT supplier.  The contract for this number is under investigation.

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<b>Business Continuity &amp; emergency Planning</b>	No feedback received during this quarter via the corporate process.		
<b>Libraries</b>	<p>Wi-Fi access and restrictive bandwidth. Although number of written complaints has not been as large, verbal complaints have continued.</p> <p>Compliments from customers:</p> <p><i>“Lego Club brilliant. Lots of fun. My children enjoyed it tremendously”</i></p> <p><i>“The Big Read was great fun and now we are regulars at the library. You’ve been a great encouragement to my son. He thought The Big Read was ‘epic”</i></p> <p><i>“We really enjoy using the mobile library in Bathampton. The staff are very friendly and helpful and it is very convenient that it is in The George car park every fortnight when the children come out of school.”</i></p>	<p>Disruption with email reminders after introduction of new Library Management System</p> <p>Questioning the removal of £1 reservation fee for items</p> <p>Some customers have encountered difficulties with self-service machines.</p>	<p>Informed customers that reminders will be coming from a new server and may arrive in their junk folders. Where system fault was found, escalated to head of service for action.</p> <p>Informed customers of reasons for change.</p> <p>Customers were very happy to try it once we encouraged them and showed them how it worked, but without a member of staff to hand they could not use it themselves.</p>
<b>Project Delivery, Property &amp; Facilities</b>	There is no identifiable trend from customer feedback during this quarter.		

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<b>Strategy &amp; Performance</b>	Some Energy at Home scheme complaints have been received during the last quarter.		We are working closely with contractors to resolve Energy at Home scheme complaints.  The main focus during the last quarter has been staff training to allow more efficient methods of dealing with customer feedback addressed to the Chief Executive and Leader of the Council.
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