

# Quarterly Customer Feedback Summary

## 1<sup>st</sup> January 2015 – 31<sup>st</sup> March 2015

### 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.

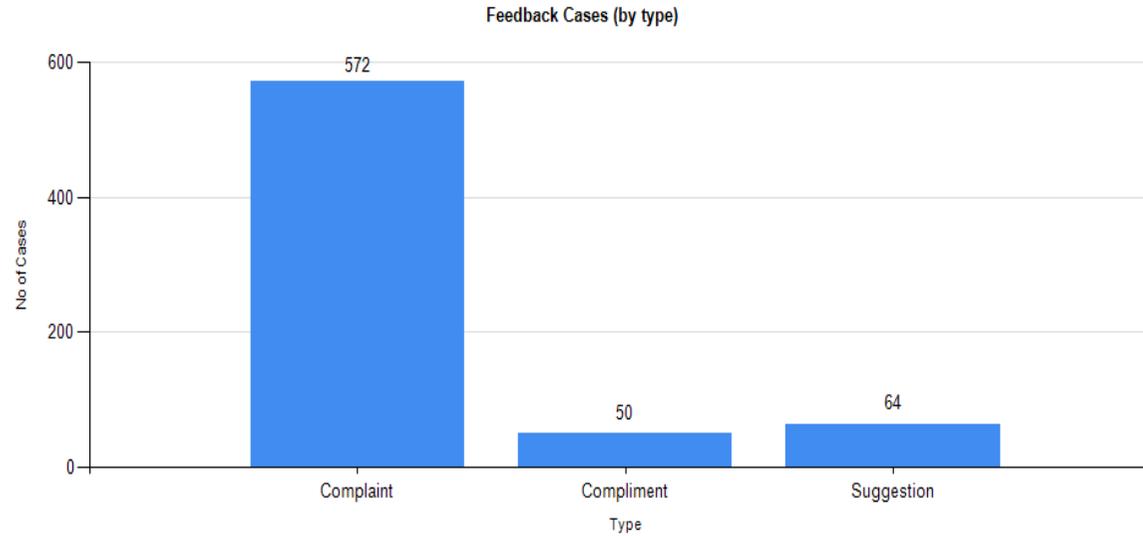
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 4 2014/15 (January – March 2015)**

### 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.

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**This graph 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 **33,482** telephone, email and social media contacts

Complaints represents 1.71% of those contacts.

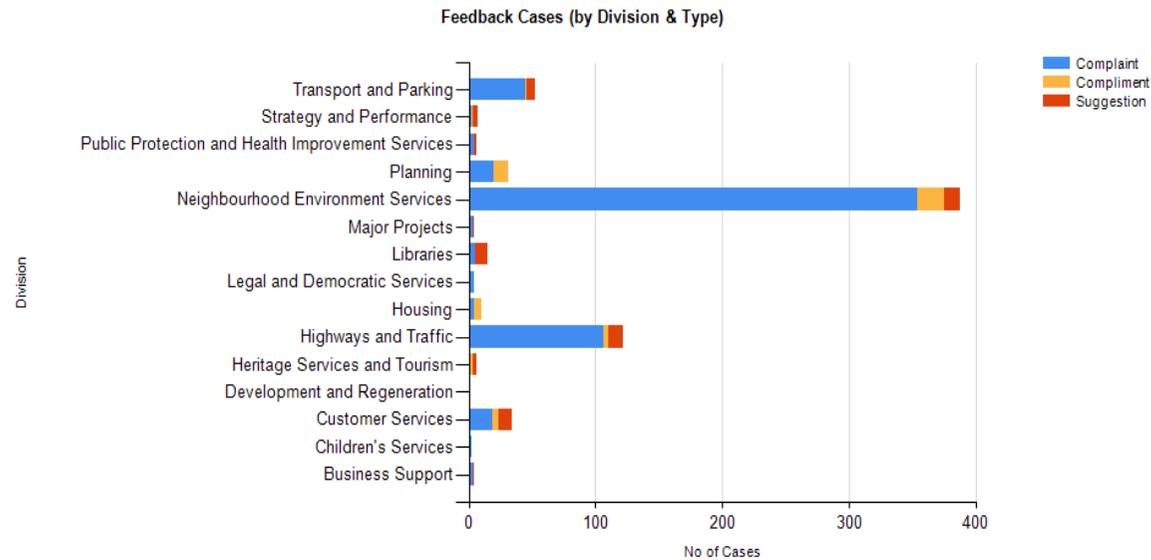
Total number of service requests over same period not available at this time



The information shown above is then broken down into Divisions.



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**This graph shows the total number of complaints, compliments and suggestions** that have been recorded on CRM between 1st January 2015 and 31st March 2015 for each division.

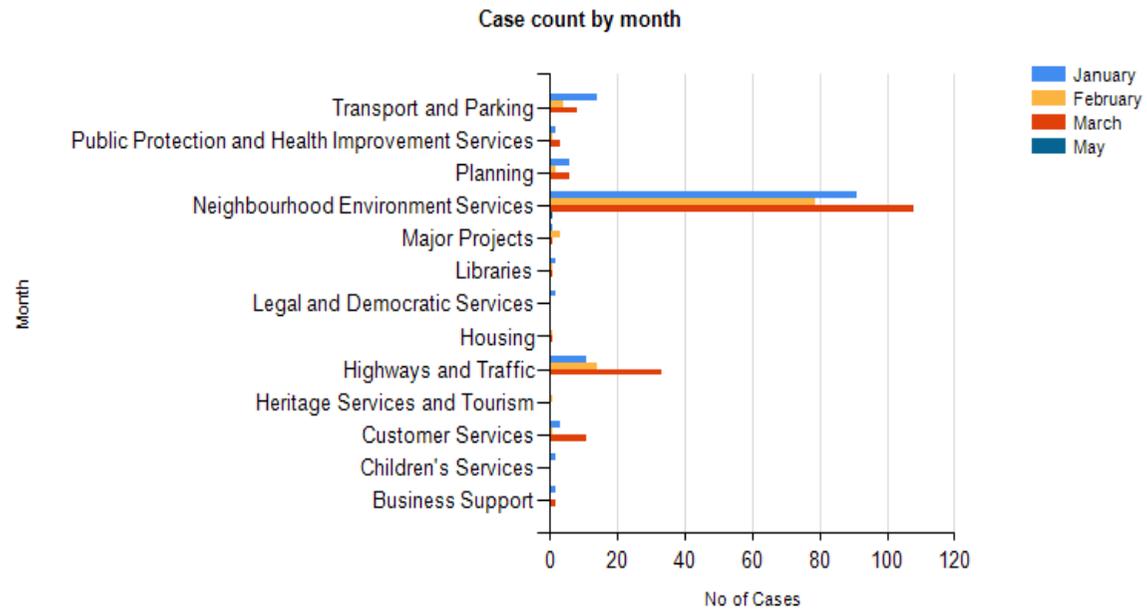
*(Figures shown include cases that are still active / open on the system.)*

So far the graphs have shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**). The following focus on all **Complaints**, defined as complaints by customers.



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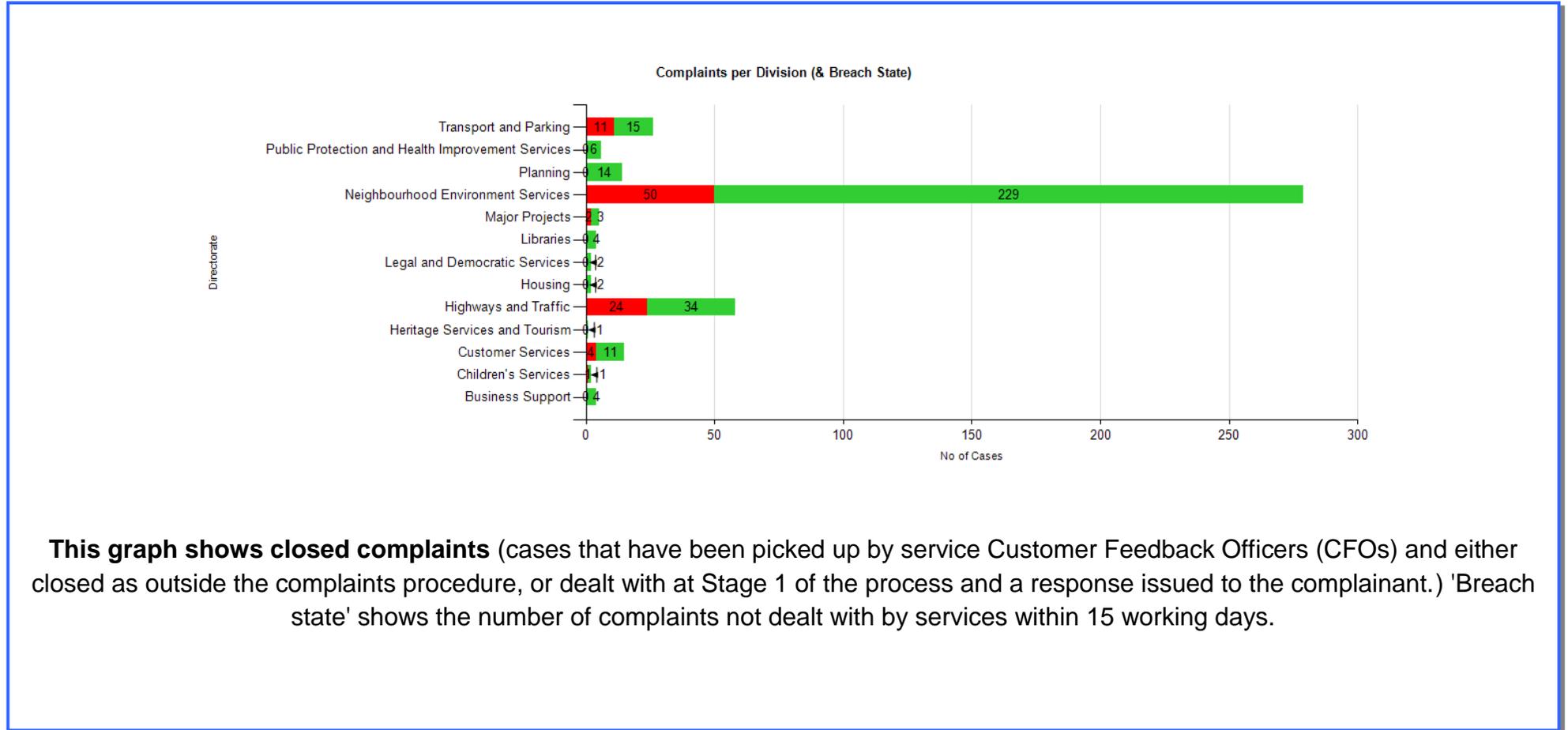


This graph shows the number of complaints received over each month



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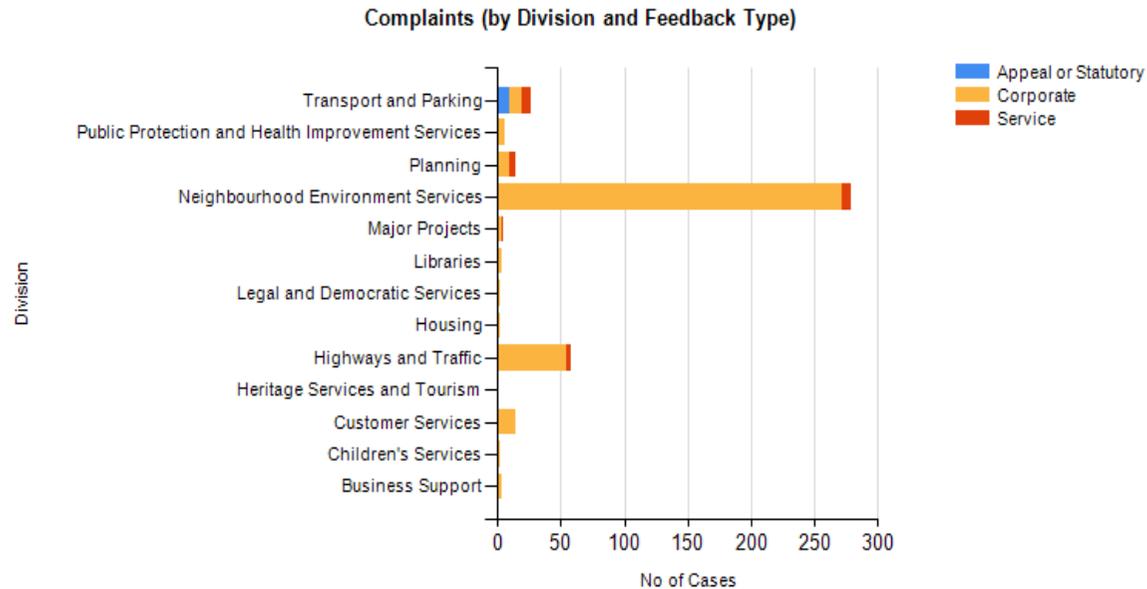
## 1<sup>st</sup> January – 31<sup>st</sup> March 2015



**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' 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’**

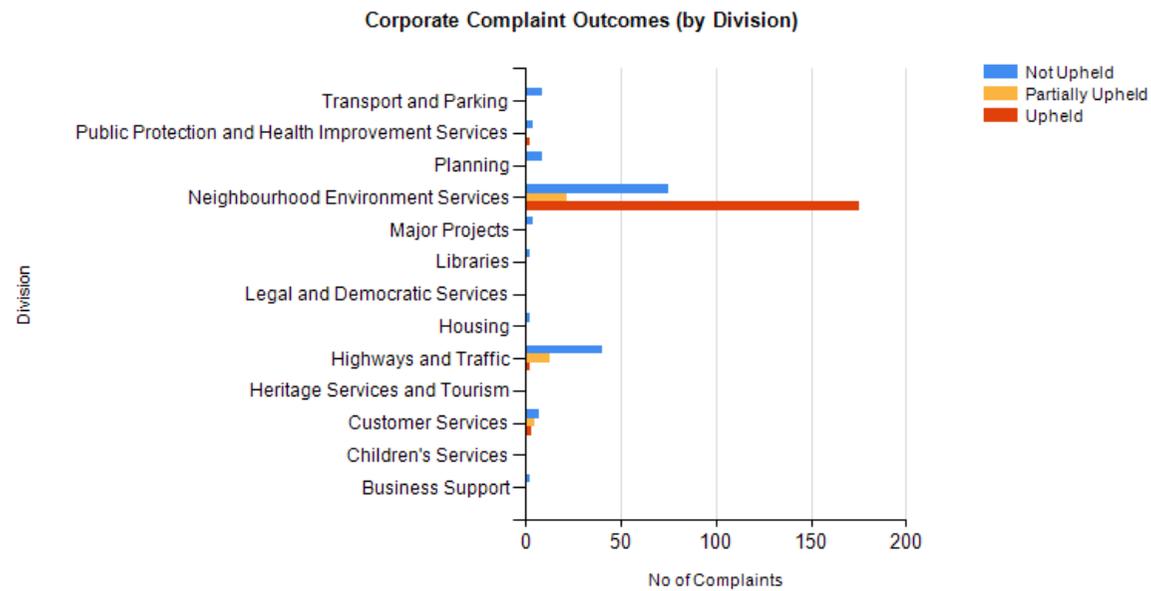
**‘Appeal or Statutory’** is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s corporate process.

**‘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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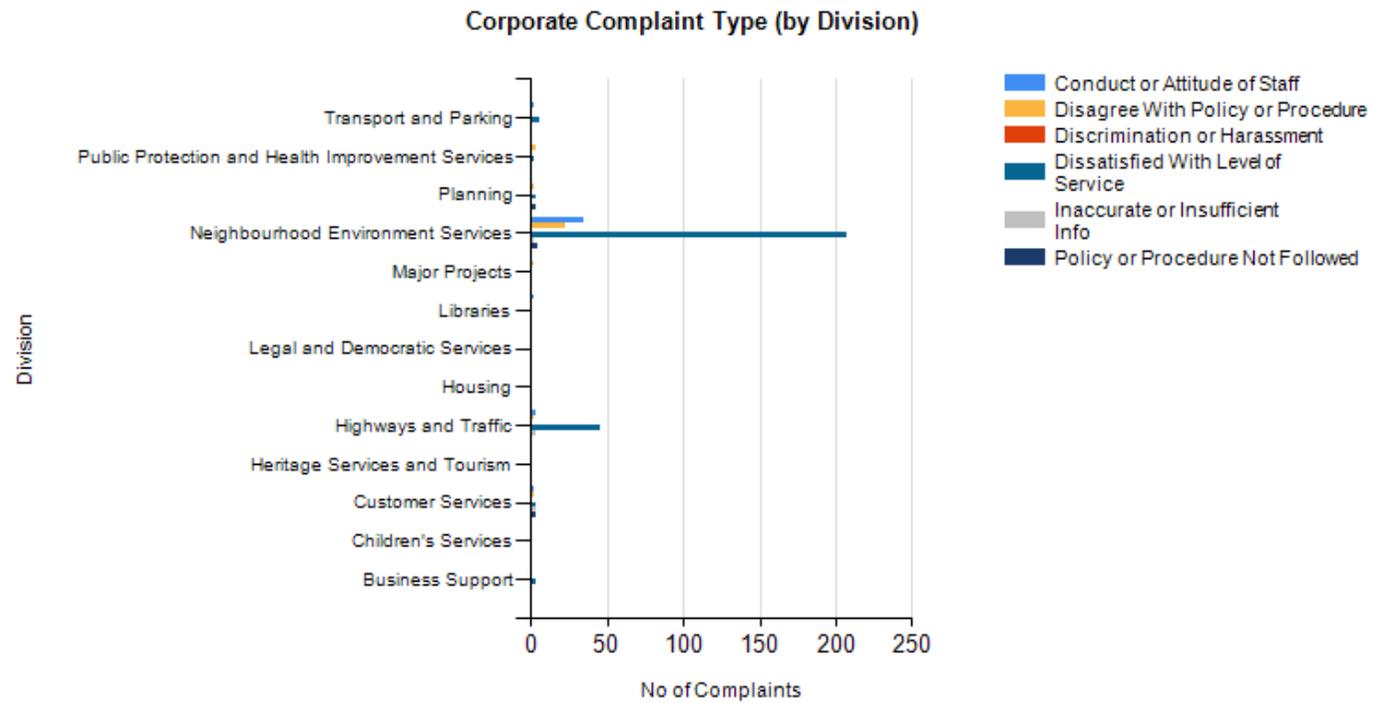


This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.



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

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



This graph shows all compliments and suggestions recorded on CRM between 1<sup>st</sup> January and 31<sup>st</sup> March 2015...

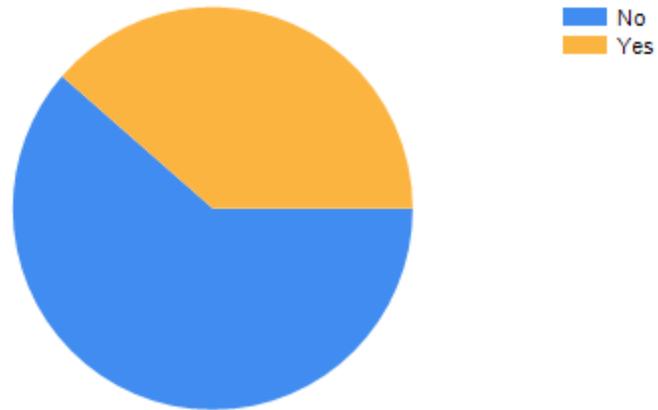
*(Figures shown include cases that are still active / open on the system.)*

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...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
Planning	3	3		
Highways	1		1	
Adult Care	1	1		
Public Transport	1	1		
Neighbourhoods	1		1	
<b>Grand Total</b>	<b>7</b>	<b>5</b>	<b>2</b>	<b>0</b>

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**Feedback from Service Customer Feedback Officers**

Customer Feedback Officers were 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>Transport Policy</b>	There have been no new trends or recurring themes in the feedback received over the last quarter	NA	NA
<b>Transport &amp; Parking</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	NA	NA
<b>Strategy &amp; Performance</b>	No complaints received as part of customer feedback during this period.		
<b>Public Protection &amp; Health Improvement Services</b>	No trends requiring consideration and feedback.	<p>Of the six complaints we received, three related to noise being generated by private Trade Waste collectors when collecting bottles etc from public houses in Bath.</p> <p>The other three were all relating to different and varying topics.            NB - 4 of the complaints documented were service requests</p>	<p>We corresponded with the complainants and informed them that this was private Trade Waste Collectors not Council collections. We asked them to provide us with details of the vehicles, company names, times of collections so that we could then contact the companies and ask them to reschedule the collections.</p>

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Service	Trends / recurring themes	You said...	We did...
<b>Planning</b>	<p>The main reasons for complaints continues to be disagreement with procedures, handling of planning application/procedures not followed and delays in dealing with cases.</p> <p>All of the complaints received during this quarter were not upheld.</p> <p>The number of compliments received by the service continues to rise.</p>	<p><i>“I and others concerned with this issue cannot thank you enough for the professionalism and speed with which you have kindly handled this matter on our behalf.</i></p> <p><i>Our very grateful thanks to you. “</i></p>	<p>This compliment was received after a complaint investigation which demonstrates that handling of sensitive cases can in turn change customers opinions of the service</p>
<b>Neighbourhood Environment Services (Parks &amp; Green Spaces)</b>	<p>No trends or recurring themes for feedback</p>	<p>NA</p>	<p>.NA</p>

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
<b>Neighbourhood Environment Services</b>	A trend was noticed around complaints with reference to non-receipt of requested recycling containers. This had started to account for nearly half of all complaints around the recycling service.	Containers were not being received by residents, despite confirmation that a delivery had been made.	<p>In partnership with our contractor, it was decided to delegate deliveries as a specific role to a member of staff. This is especially the case where a location is deemed as '<i>not straight forward</i>' and might be where additional mapping information is required.</p> <p>Where appropriate, the officer has been asked to hand containers to the residents to ensure receipt, or leave a note to confirm that an officer has visited. Early indications are that this is significantly improving the situation around delivery delays to residents.</p>
<b>Project Delivery, Property &amp; Facilities</b>			
<b>Libraries</b>	No trends or recurring themes from customer feedback		

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Service	Trends / recurring themes	You said...	We did...
<b>Legal &amp; Democratic Services</b>	<p>No trends as such as only 2 complaints, one of which was not considered through the complaints procedure but through the Councillors' complaints process through V Hitchman.</p> <p>The other complaint related to the Register Office Service and whilst we accepted someone had given inaccurate information, we could not identify the member of staff that was involved. Nevertheless an apology was sent to the complainant.</p>		<p>In terms of the Register Office complaint mentioned, all staff were advised the information allegedly given was inaccurate. The correct advice was explained to ensure this didn't happen again.</p>
<b>Housing</b>	<p>Just 2 complaints received for the quarter. Neither was upheld.</p>	NA	NA
<b>Highways Maintenance</b>	<p>We had several complaints regarding the road closure at Ralph Allen which caused significant problems. The RA closure was ours which was timed to be done before the Highways Agency closed the A36 for their works. Unfortunately, they brought their closure forward without prior discussions with our engineers therefore causing a conflict.</p>	<p>That you were unhappy with road closures on the A36</p>	<p>We took every action possible to complete our works to lift the closure as quickly as possible to relief the congestion problem.</p>

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<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
<b>Heritage Services &amp; Tourism</b>	No trends for feedback	Comment regarding the Union Jack stickers being incorrect.  A representative of Artsy requested that Arts Development include a link regarding Henry Moore to their website  Compliment from a visitor regarding Bath in general	Immediately rectified the situation.  This was done.

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
<p><b>Customer Services</b></p>	<p>Several occasions where it has been stated that Council Connect gave conflicting information; garden waste collection week, collection of refuse from a block of flats and renewing a Diamond Travelcard.</p>	<p>The bus pass leaflet is lengthy and difficult to understand.</p> <p>Time to process Blue Badge (front-line input)</p> <p>When having a telephone conversation with a Council Tax officer you found the words used by that Officer and the tone of the conversation offensive.</p> <p>When visiting a OSS felt the manner in which a Diamond Travelcard was taken away from them left them feeling in the wrong.</p>	<p>We have since met with the Public Transport manager and submitted some recommendations for service improvement based on/supported by some of the feedback you have submitted. (inc website and leaflet recommendations). Will also be carrying out refresher training for all staff.</p> <p>It wasn't common knowledge that in extreme cases applications can be fast-tracked with supporting evidence, (Parking Services confirmed this could happen.) frontline teams updated to ensure they are aware.</p> <p>The Council Tax officer involved has been spoken to and reminded of the importance of word choice and tone whilst conversing with the general public over the telephone.</p> <p>All members of the One Stop Shop team have since been spoken to, during a team meeting, and have been asked to always explain why this situation has occurred and the reasons for why bus passes can be blocked.</p>

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
		<p>Council Connect gave incorrect info re Diamond Travelcards.</p> <p>Confusion over the payment instructions on bills and our website regarding definition of “In Person”.</p> <p>The timescale for responding to complaints was also mentioned in a number of cases – it was suggested 15 working days is too long for complaint resolution.</p>	<p>The current and correct process details have been circulated to all the members of the team. The team have also been briefed at their weekly team meeting so as to minimise the possibility of incorrect information being given again in future.</p> <p>This matter has been raised with our Communications and Marketing officer and requested that she investigate how we can better improve our communications to our customers in this respect.</p> <p>We review our performance in handling all our complaints cases to understand any dips in performance and endeavour to ensure that responses are timely and appropriate to the issues raised. There is flexibility to ensure that many cases are dealt with quicker than the 15 working day standard whilst more complex cases do take more time to resolve.</p>

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Service	Trends / recurring themes	You said...	We did...
<b>Children's Services</b>	No trends for feedback identified from 2 complaints.		
<b>Business Support (Finance)</b>	No trend identified Only 4 complaints, one of which was upheld, one partially upheld and two 'Not Upheld'	<p>Complaint enquiry not dealt with promptly within Pensions/Payroll</p> <p>Partially upheld as the Service had responded but were not aware the correspondence had been returned stating 'not at this address'. Complainant had asked for an e-mail response</p> <p>FOI request not dealt with promptly</p>	<p>Always endeavour to respond in mode of communication requested by the client</p> <p>Complaint raised, however although FOI requests have a longer response time than complaints, the complainant had not been advised accordingly.</p>
<b>Public Transport</b>	There have been no new trends or recurring themes in the feedback received over the last quarter	NA	NA