

Quarterly Customer Feedback Summary

1st Oct 2015 – 31st December 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.

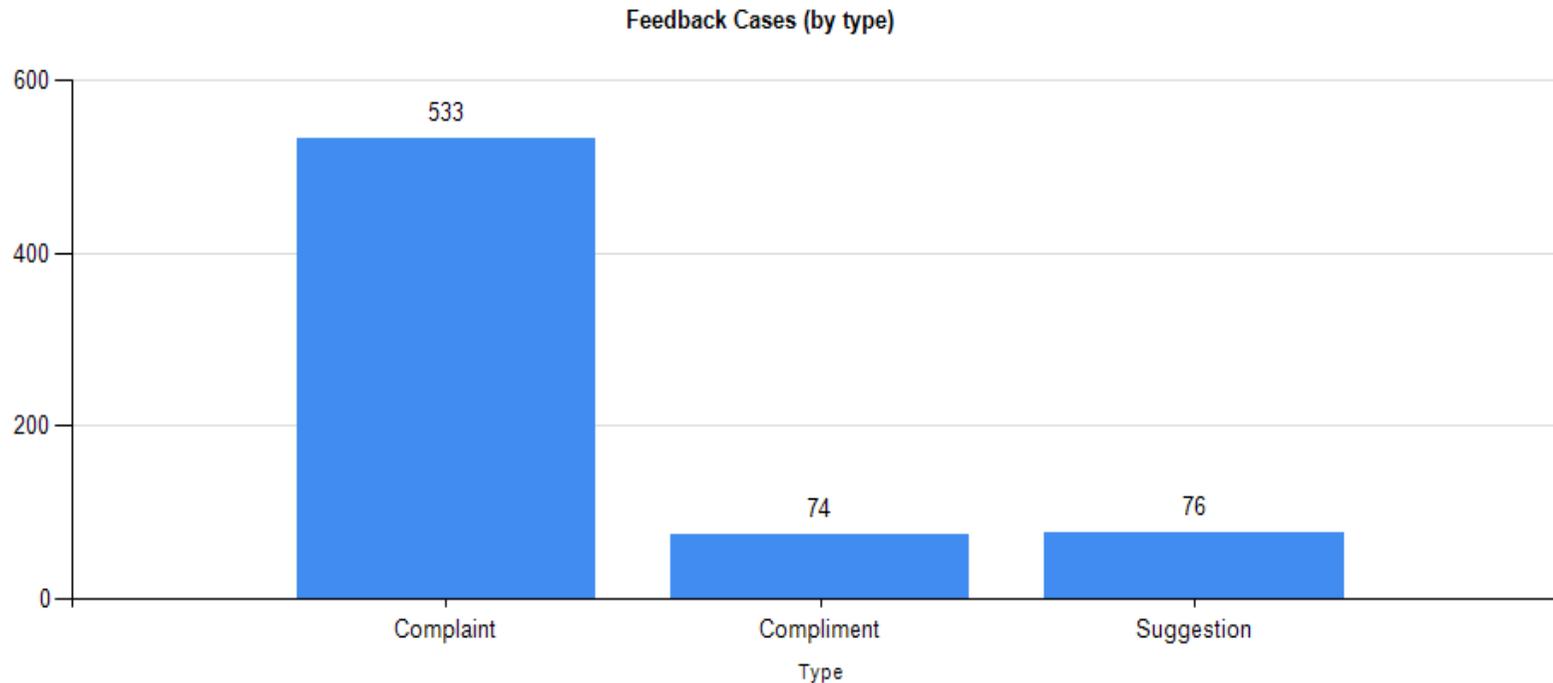
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 3 2015/16 (Oct – Dec 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 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 **25,200** telephone, email and social media contacts

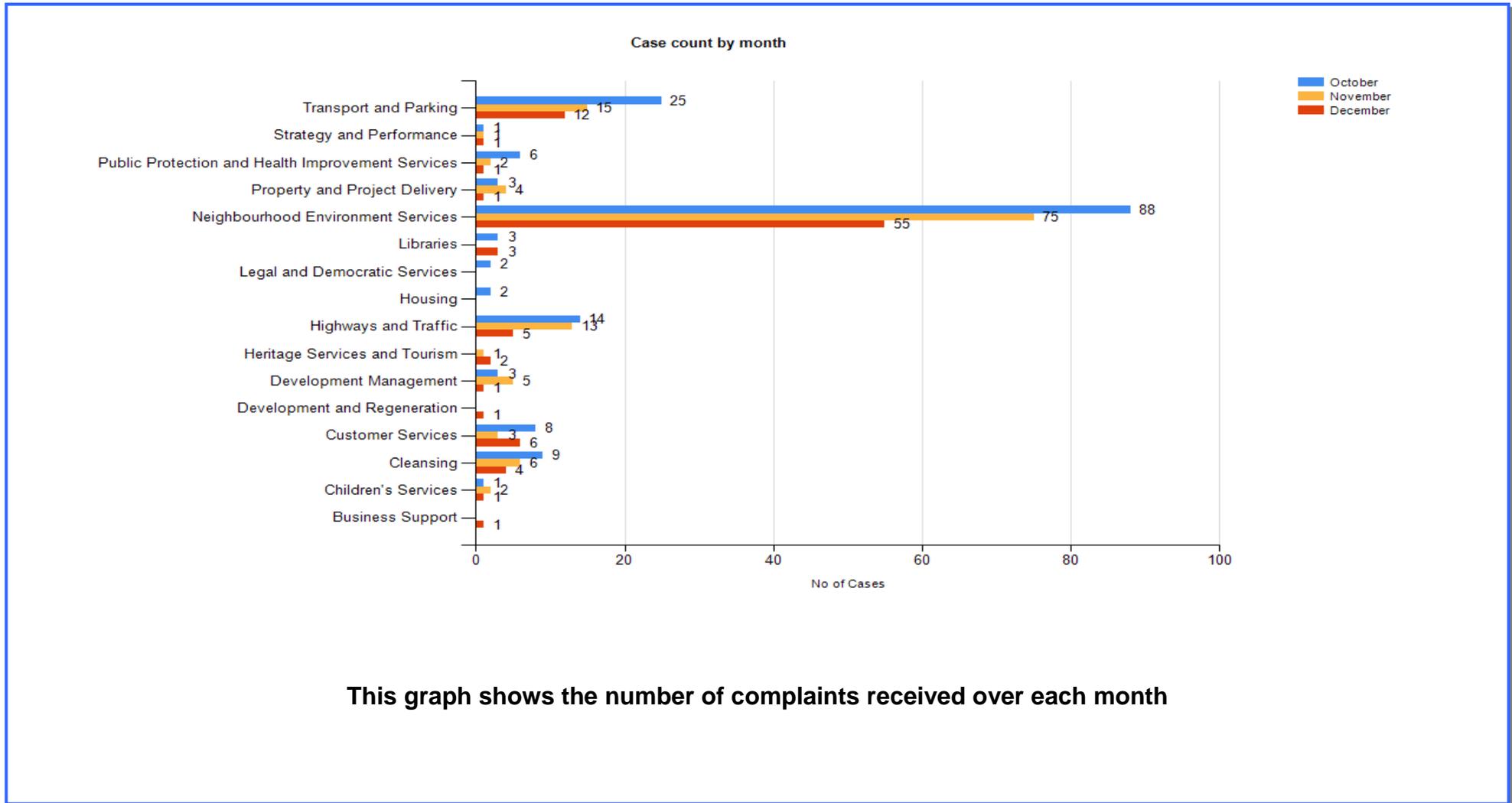
Complaints represents 2.11% of those contacts.

Total number of service requests over same period **2,409**

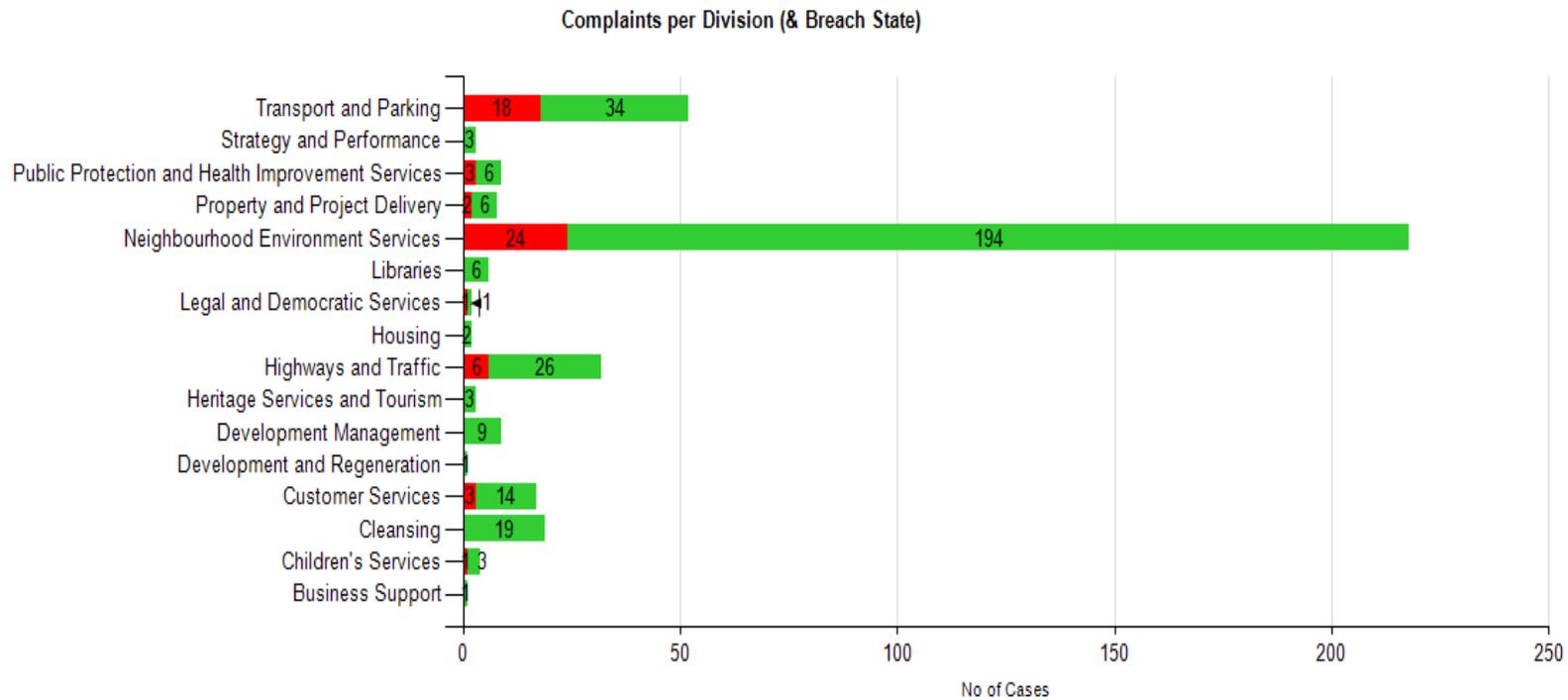
The table has shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**). The following focus on all **Complaints**, defined as complaints by customers.

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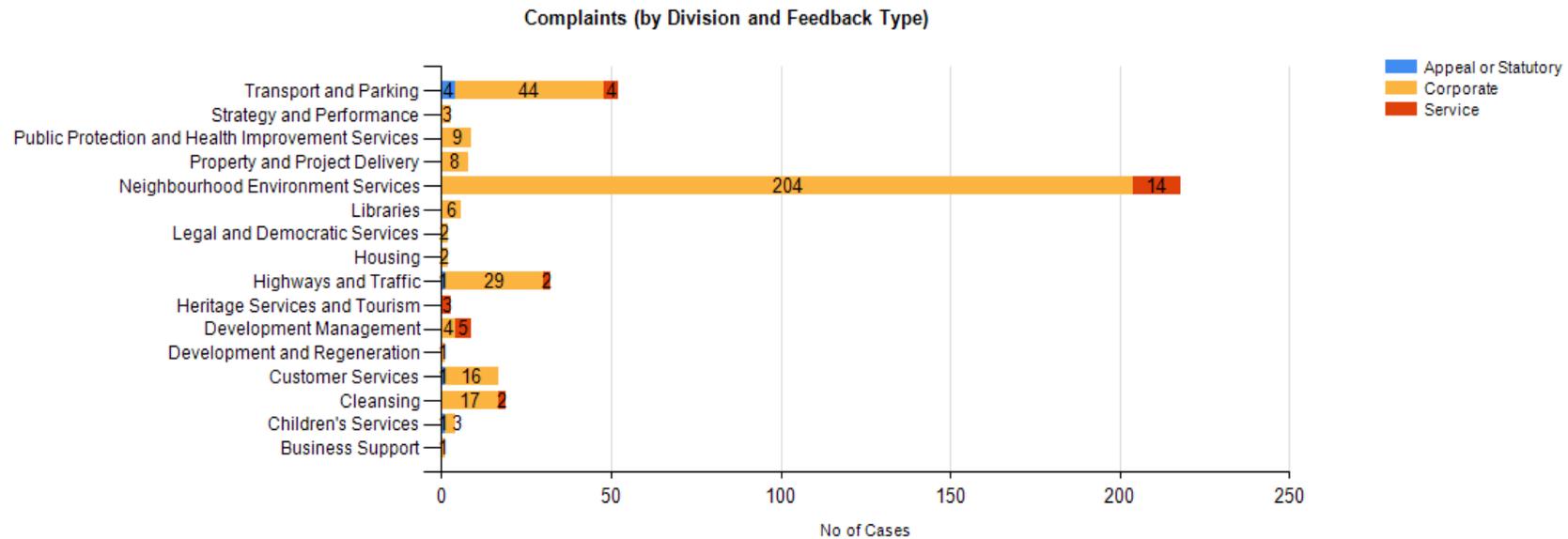
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This graph shows closed complaints (cases that have been picked up by service Customer Feedback Officers (CFOs) and either closed as outside the complaints procedure, or dealt with at Stage 1 of the process and a response issued to the complainant.) '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’

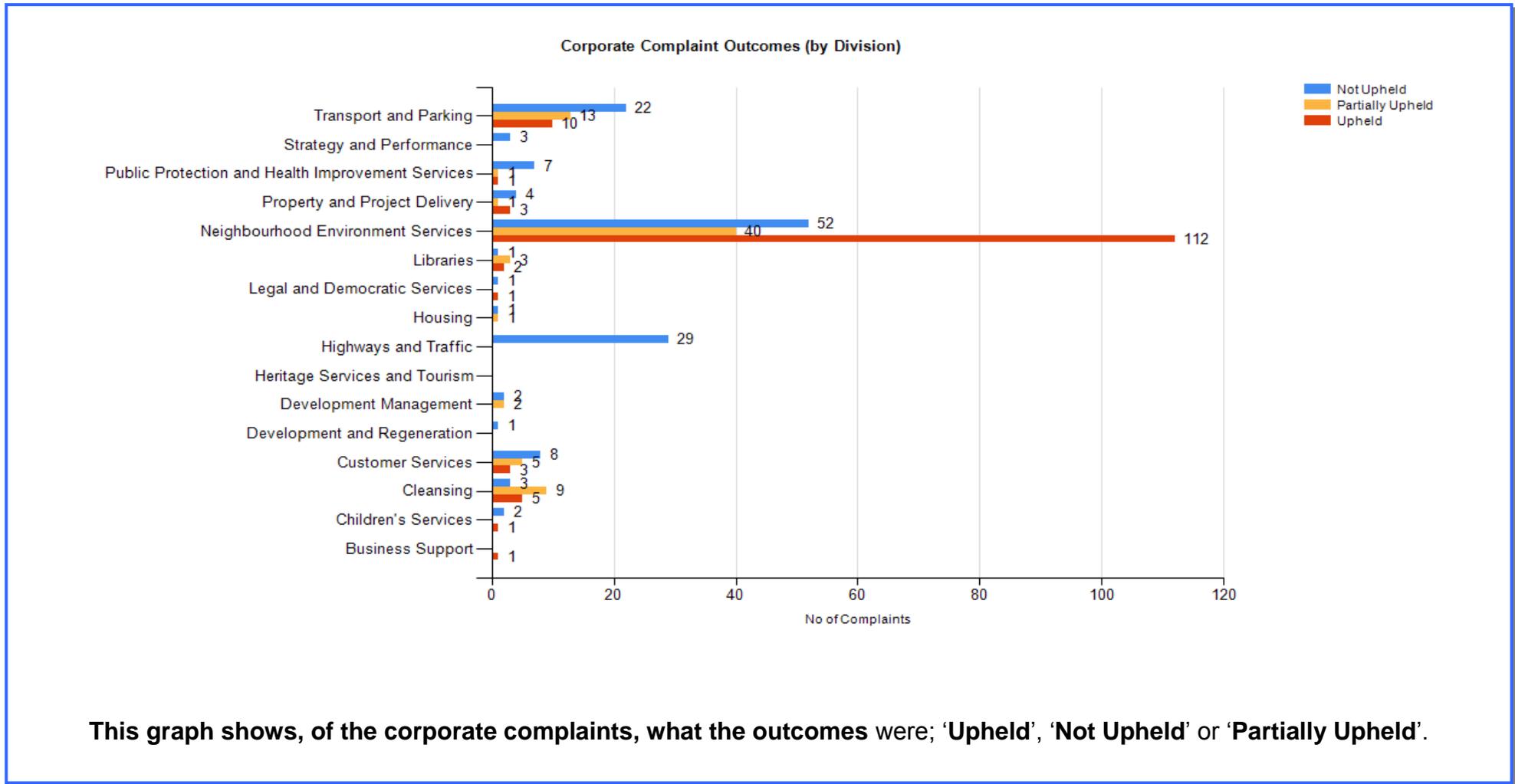
‘Appeal or Statutory’ is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s corporate process.

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

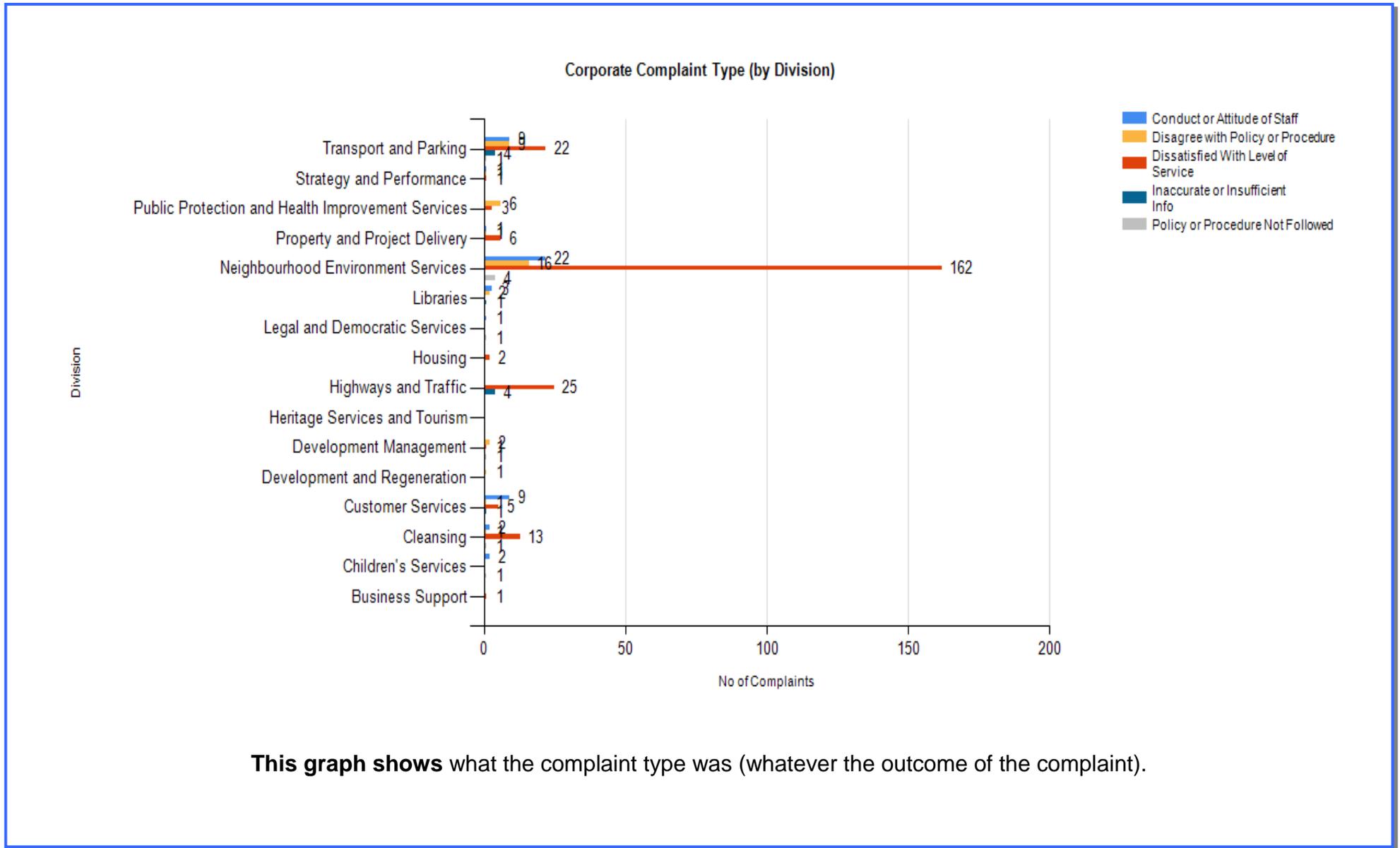
‘Service’ is used where a customer has made a request for service and their intention was not to make a complaint.



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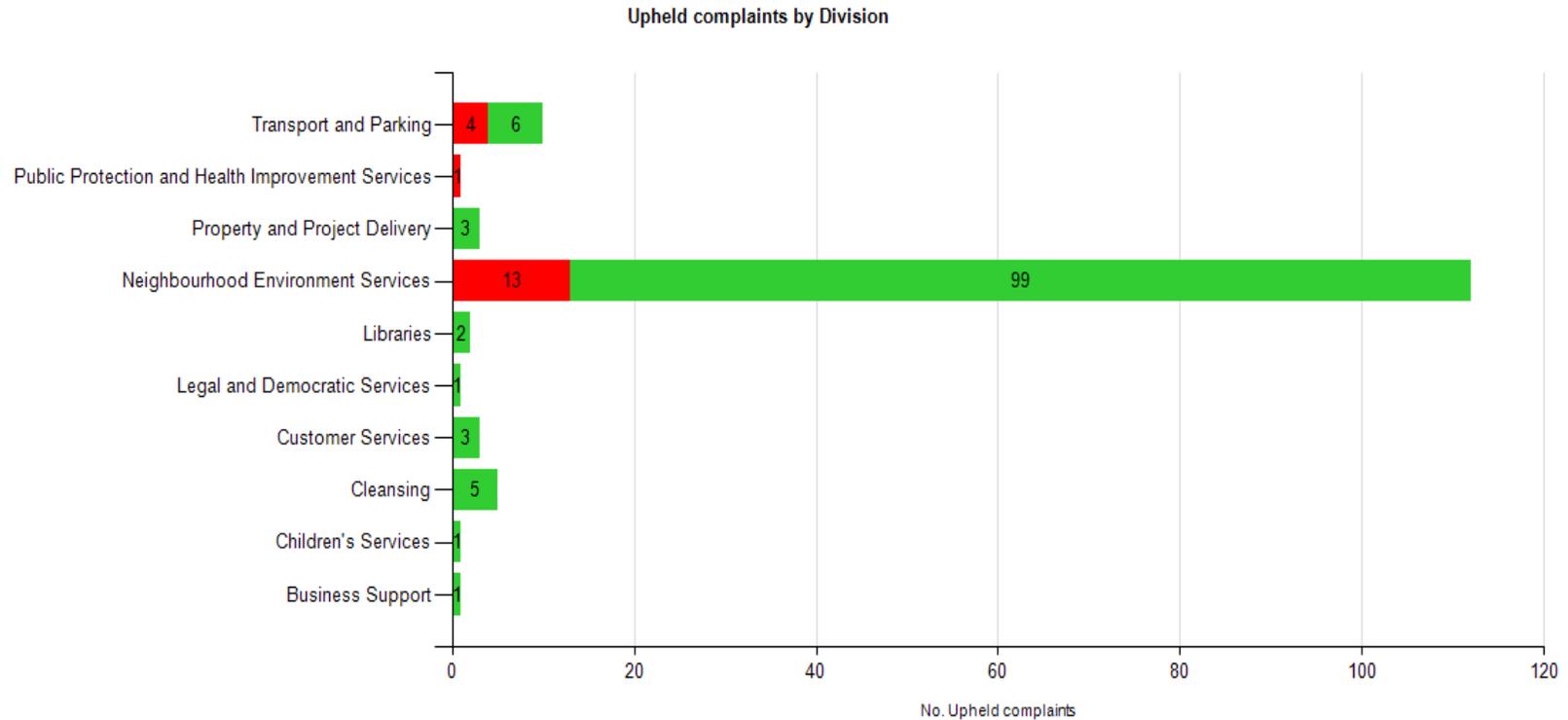


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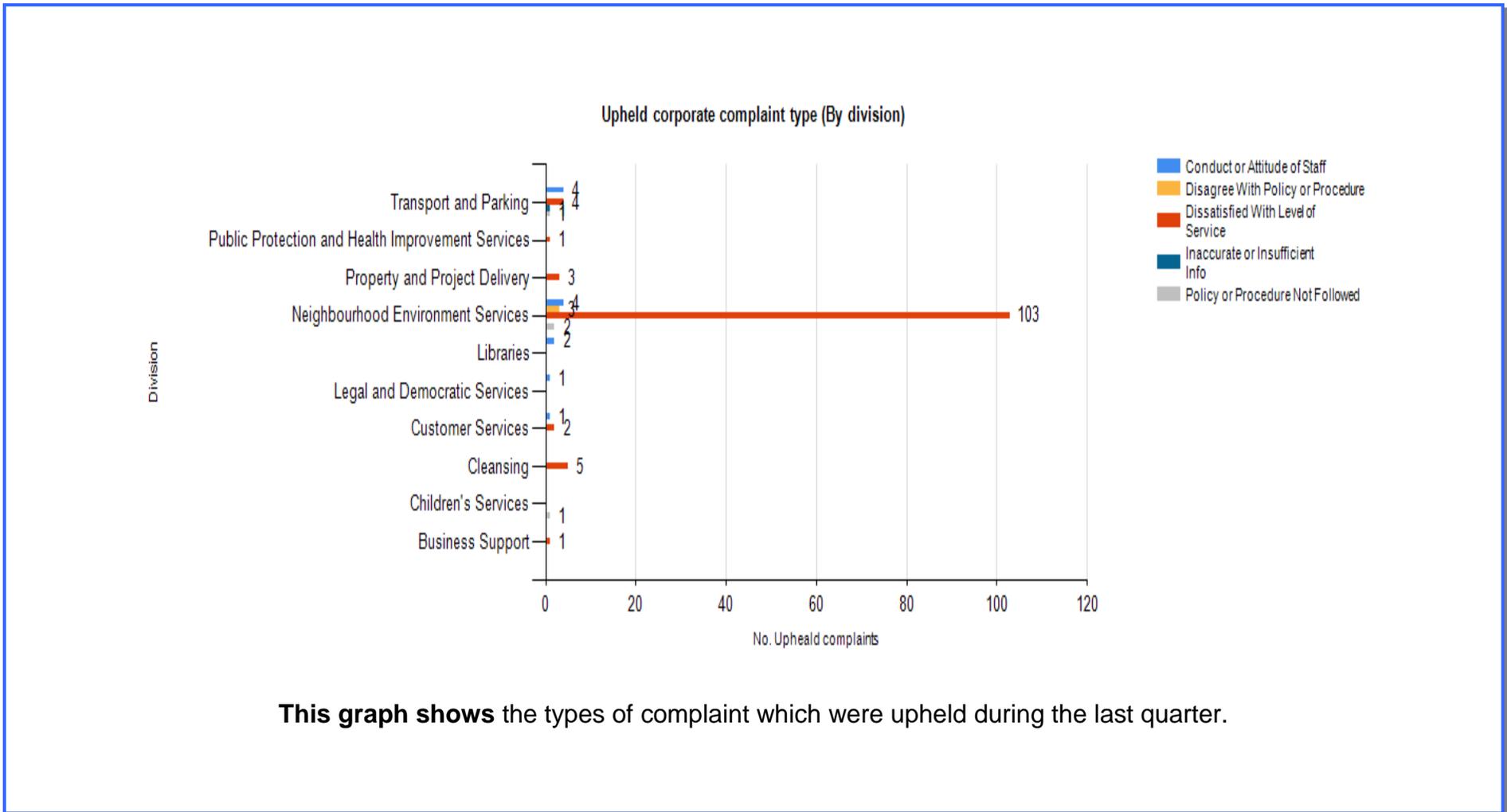
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The following two graphs relate to Upheld complaints only



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.

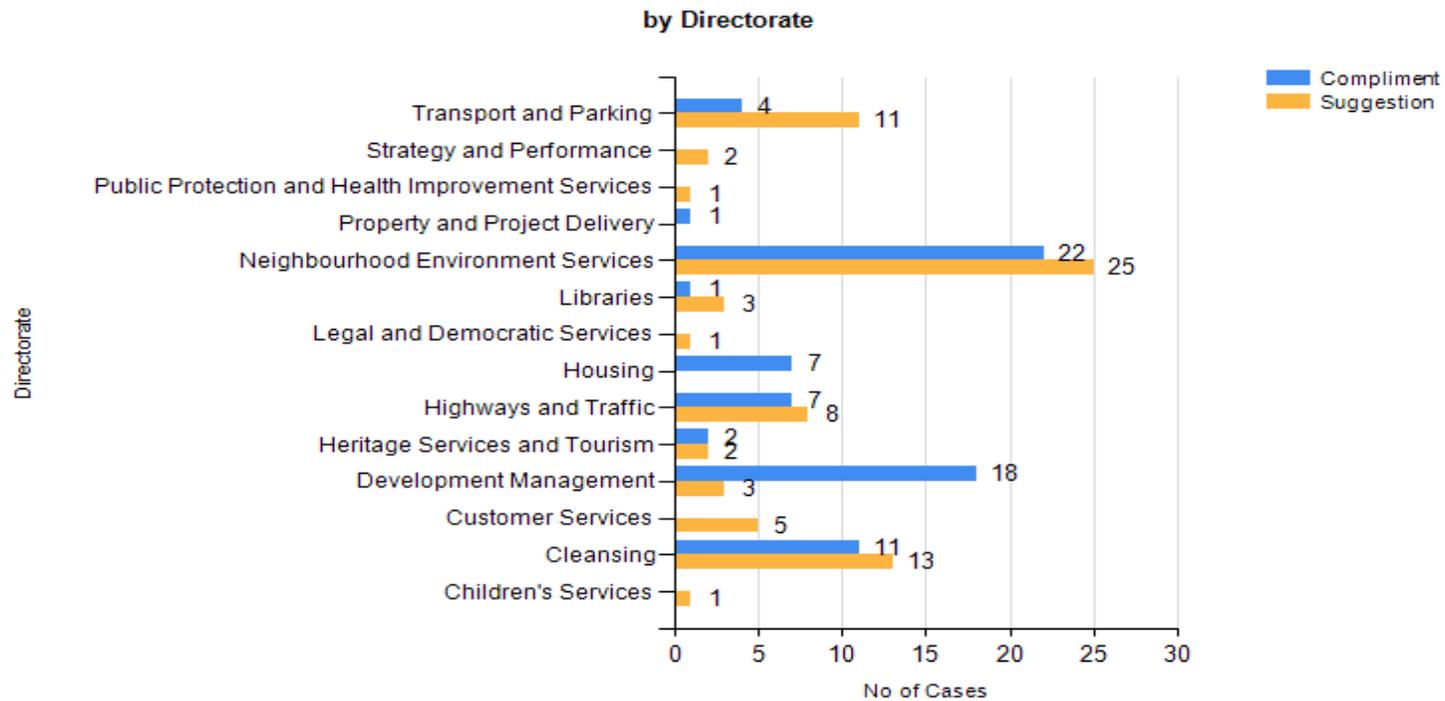
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Those customers whose complaints were upheld were surveyed about their experience. Of those who completed the survey, 44% were satisfied with the way their complaint had been handled.

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

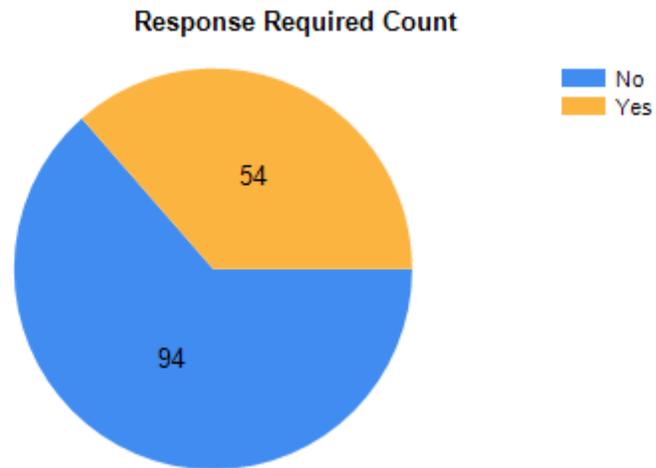


This graph shows all compliments and suggestions recorded on CRM between 1st October and 31st December 2015...

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



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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)	3	3	0	0
Children's Services	4	3	1	0
Cleansing	1	1	0	0
Customer Services	2	2	0	0
Grand Total	10	9	1	0

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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...

Service	Trends / recurring themes	You said...	We did...
Legal & Democratic Services	We have had 2 complaints in this time period of which one was upheld (Electoral Services). As a result of this complaint a review of procedures was agreed.		We agreed to review the Canvassers' Manual to include more guidance and advice on the behaviours we expect from staff and also to reinforce customer service standards as part of the briefing canvassers undertake.
People & Communities Directorate			
Children & Young People	In the last quarter the complaints we have received have been varied.	One complaint was for a school which the local authority cannot deal with. Two complaints were received about the children's centres	These were responded to quickly by the Children's centre manager
Adult Social Care	No feedback received during this quarter via the corporate process.		
Place Directorate			
Development & Regeneration	One case this quarter, no trend.		

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Service	Trends / recurring themes	<i>You said...</i>	We did...
Housing Services	This quarter we received 3 complaints related to the delivery of the Supported Lodgings Scheme.	Two of these were about financial shortfall impacting on the lodgings provider when a young person moves on.	We value our lodgings providers and have listened carefully to what they have told us and recommended that the service deploys flexibilities to ensure that providers are not left out of pocket.
Heritage Services & Tourism	Three complaints regarding the removal of the carousel at the Christmas Market and replacing it with a bar.		
Highways & Traffic	No trends this quarter, road closures and lack of info most commented on. There were also 3 insurance claims (1) damaged vehicle and (2) personal injury.	Always explained that all of the road closures and diversions are advertised on our B&NES Website and give the customer full details of where these can be found. Also that Notice of Traffic Regulation Orders are always placed on lampposts in area and in local press as well as on our website. Passed to our Insurance Department to deal with claims and ensure that inspector attend site asap to assess area.	Letter or phone call made to customer either by Customer Feedback Officer or project manager advising them of the information available on our website. Ensure that item that has caused claim is made safe and made Insurance aware of the situation. Customer kept informed.
Transport Development	There have been no new trends or recurring themes in the feedback received over the last quarter.		

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Service	Trends / recurring themes	<i>You said...</i>	We did...
Neighbourhood Environment (Waste Services)	No new trends or recurring themes since previous reports for the period Oct 15 – Dec 15		
Neighbourhood Environment (Recycling)	There have been no new trends or recurring themes in the feedback received over the last quarter.		
Neighbourhood Environment (Cleansing)	There have been no new trends or recurring themes in the feedback received over the last quarter.		
Parks & Green Spaces	There have been no new trends or recurring themes in the feedback received over the last quarter.		
Public Protection & Health Improvement Services	Of the 9 complaints received	4 related to a private event and the others did not show any pattern	Only one was upheld.
Transport & Parking	<p>We have identified:-</p> <ul style="list-style-type: none"> • That some complaints have arisen from the apparent failure to respond to a query or service request made by email when there is evidence that contact has been made. We are working on putting in place a new process to better manage e-mails and provide an audit trail of response. • Most feedback relates to individual issues or concerns rather than trend or recurring 	<p>We haven't replied to your service request or query which was sent by email and want to complain about poor service.</p> <p>We have received some feedback that people were not aware that we don't offer refunds for Resident Zones permits where no longer required.</p> <p>We didn't send a reminder letter by post as we always have to renew a Blue Badge. (The citizen received a</p>	<p>We have established that there are a few cases where this has occurred and we will be making changes to our processes to better manage emails in future.</p> <p>Information is provided on our website and included in Terms and conditions (page 2) but we will review our web content to see if further emphasis or clarity can be given.</p> <p>We explained some national changes and reform of Blue Badges which included the establishment of the Blue</p>

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Service	Trends / recurring themes	<i>You said...</i>	We did...
	theme	Penalty Charge Notice in a Private Car Park as their badge expired 2 weeks earlier. The citizen accepted it was their responsibility to renew the badge but were upset that they hadn't received a renewal reminder.)	Badge Improvement Service (BBIS), a new national online application process and that BBIS now sent renewal reminders for on line applications. We contacted the BBIS on behalf of the citizen and clarified that a reminder had been sent by email as the section to select a 'preferred method of contact' had not been completed. Unfortunately the citizen now had a different email address. To avoid similar confusion in future or other cases we have asked the BBIS service to consider making the preferred method of contact a mandatory field on the online application. We will also review our web content about Blue Badge renewals.

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Service	Trends / recurring themes	<i>You said...</i>	We did...
Public Transport	Public Transport had a larger than usual number of complaints about delays boarding the buses at the Park & Ride sites during the Christmas Market period.	<p>Complaint regarding route 665 not picking up</p> <p>Complaint regarding bus being parked in a bus stop.</p> <p>I have just used the Park and Ride service to go to Bath Christmas market and wish to inform you of my dissatisfaction with the experience. My primary complaint concerns the method for loading the buses. Tickets are only sold on the bus; this means that it takes an inordinate amount of time to get a bus load of people on board. We waited 30 minutes to board our bus. There were two further buses waiting to ferry people to bath who refused to accept passengers until the first bus was full.</p> <p>I highly recommend you consider making the minor adjustments required to vastly improve the park and ride experience.</p>	<p>Records of tickets showed that the bus did run and did stop at the alleged “missed stop”. Written response made to complainant explaining why complaint was not upheld.</p> <p>Complaint upheld and driver reminded of regulations.</p> <p>The bus services at the Lansdown P&R sites are run by First Bus, we have had quite a few complaints from passengers regarding boarding times on the Park & Ride buses during the Christmas market weeks. One of my colleagues has visited all three sites to assess the problem and see if there is anything we can do to improve this. We will also be looking to ensure that any empty buses waiting behind a boarding bus will be boarding as well.</p>

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Service	Trends / recurring themes	<i>You said...</i>	We did...
Development Management (Planning)	<p>Only a small number of complaints were received during this quarter.</p> <p>All Stage 2 requests during this quarter found that the complaint had been fully answered and no review was warranted.</p> <p>Compliments continue to rise.</p>	<p>The main reasons for complaint continue to be disagreement with planning application decisions, handling of the planning application and procedures not followed.</p> <p>The Service received 18 this quarter the highest number of compliments to date.</p>	<p>Of the complaints received 2 were upheld and 2 partially upheld.</p>

Resources Directorate

Resources Directorate			
Business Support (Finance)	No trend as only one complaint which referred to a delay relating to invoices sent to Client Finance and not dealt with promptly	Delay by service area in passing invoices to payments for payment	Upheld the complaint and impressed on the department the importance of passing invoices promptly to Payments for processing.
Customer Services	Isolated examples of poor customer service highlighted.	<p>Unhappy with way newly widowed mother was treated at Registrars.</p> <p>A number of customers felt staff were rude during difficult or sensitive conversations around Council</p>	<p>Manager spoke to customer and apologised, will make sure waiting area signage clearer.</p> <p>Ongoing training and reminding teams about procedures etc.</p>

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		Tax/Housing benefit and information given out in One Stop Shop.	
Business Continuity & emergency Planning	No Customer feedback received during this period.		
Libraries			
Project Delivery, Property & Facilities	No feedback from customers was received during this quarter		
Strategy & Performance	No feedback from customers was received during this quarter		