

Quarterly Customer Feedback Summary

1st Jan 2016 – 31st Mar 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.

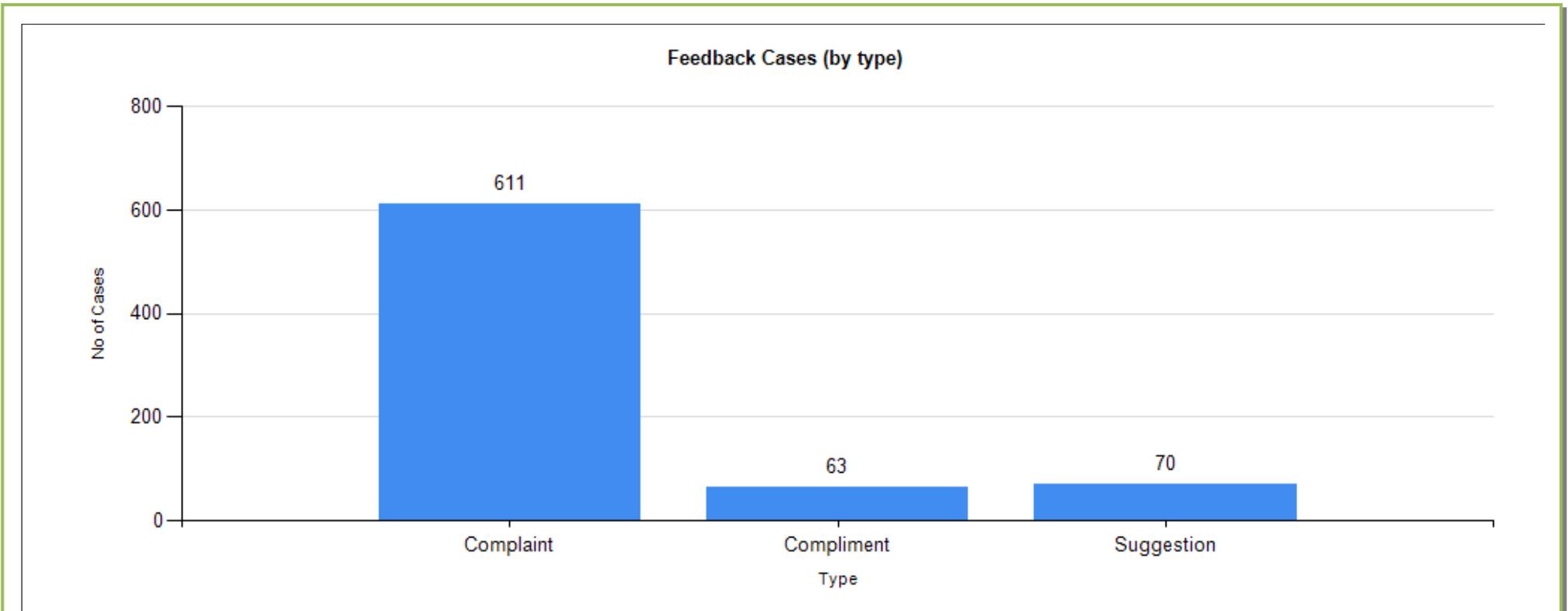
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 4 2015/16 (Jan – Mar 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 **38,822** telephone, email and social media contacts

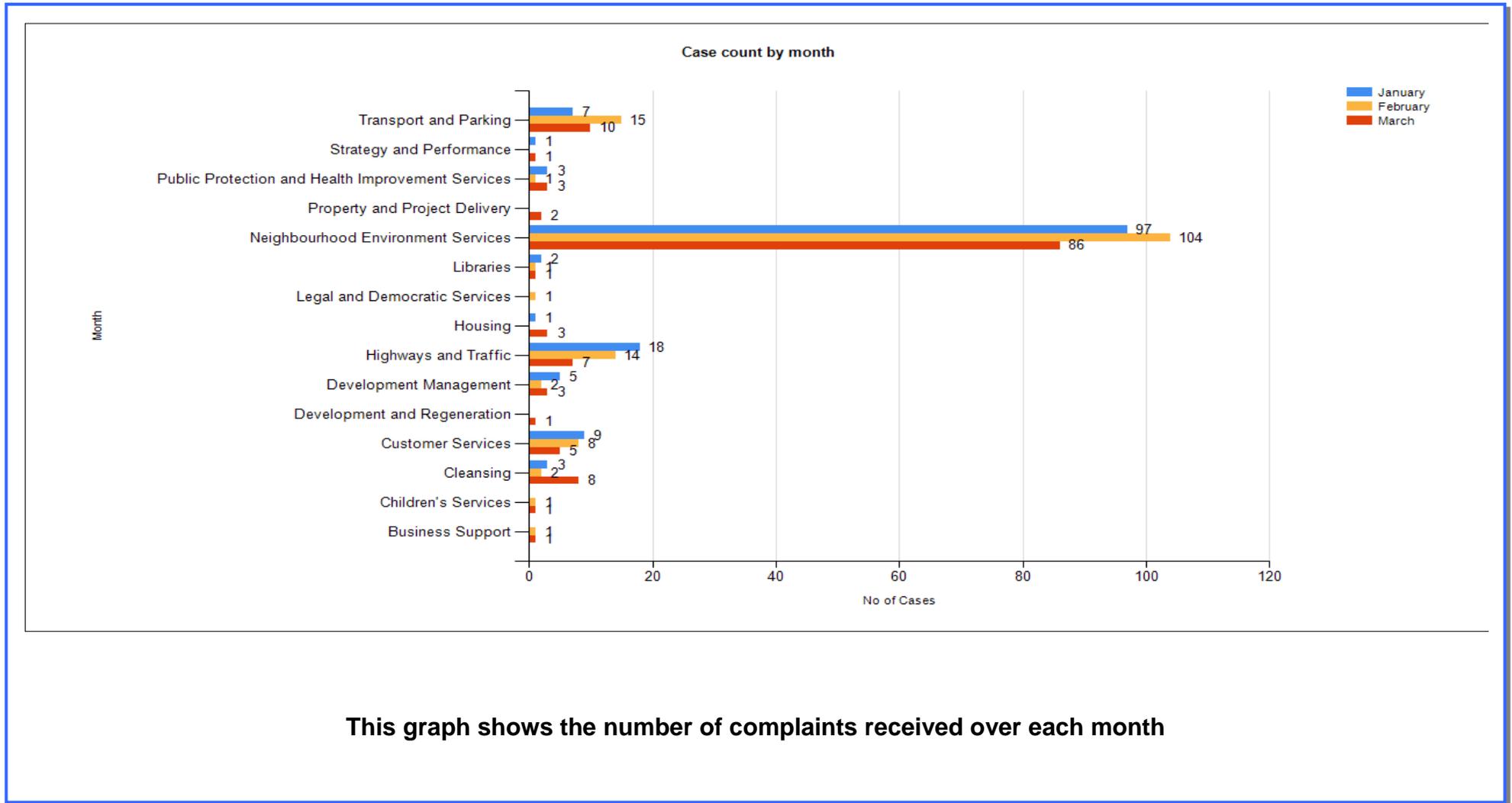
Complaints represents **1.57%** of those contacts.

Total number of service requests over same period cannot be accurately defined at this time.

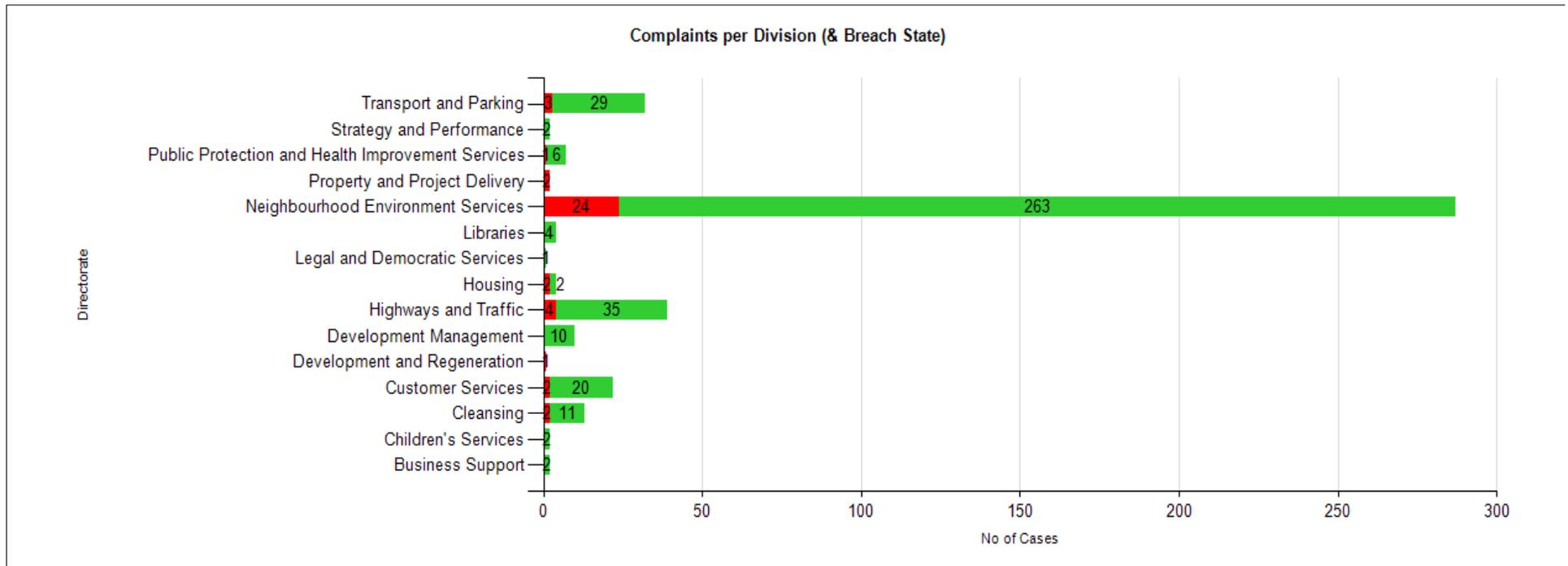
The table has shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**). The following focus on all **Complaints**, defined as complaints by customers.

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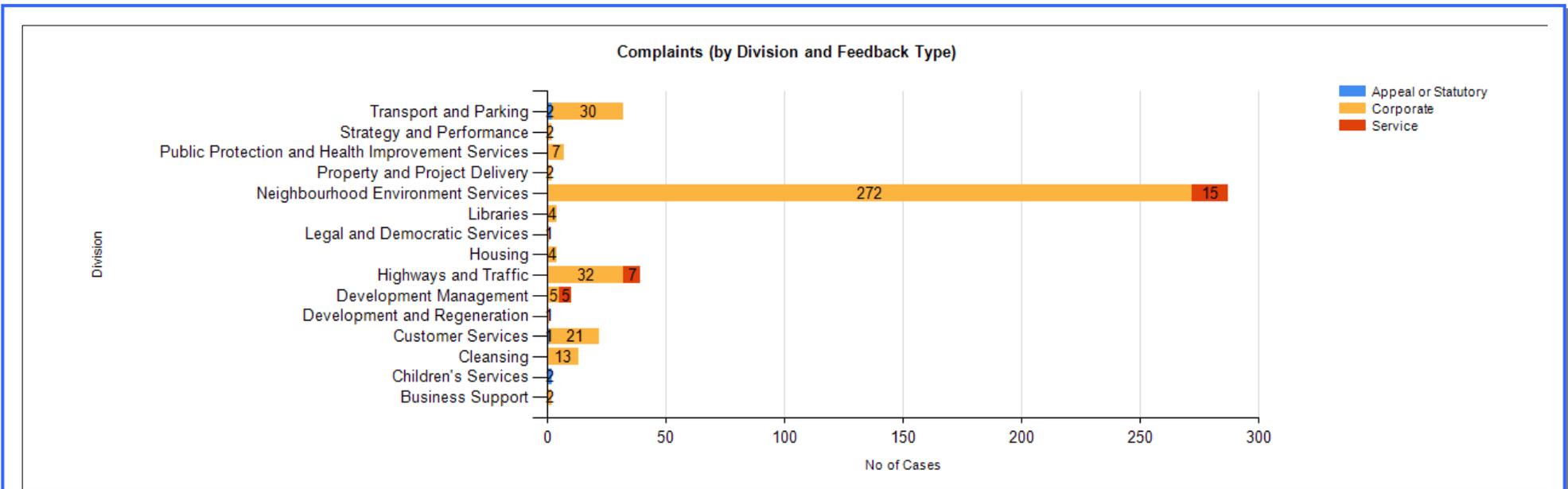
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This graph shows closed complaints (cases that have been picked up by service Customer Feedback Officers (CFOs) and either closed as outside the complaints procedure, or dealt with at Stage 1 of the process and a response issued to the complainant.)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

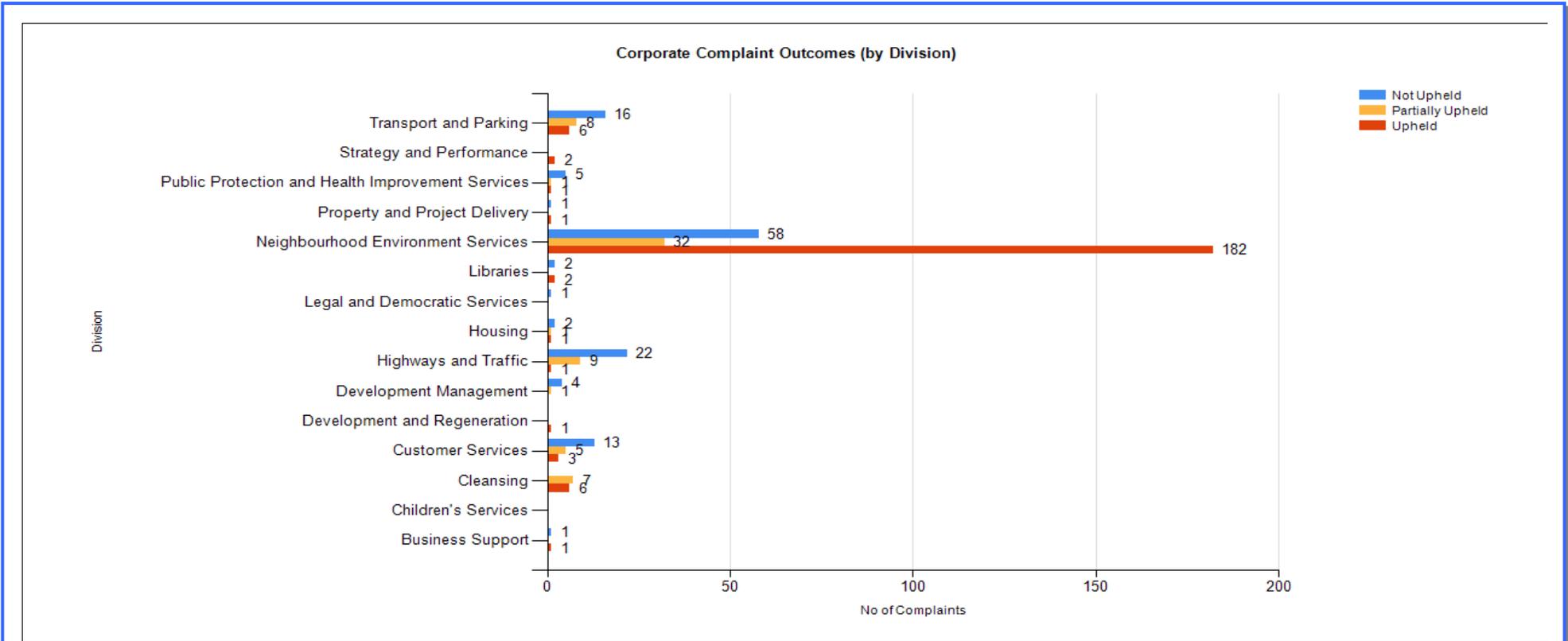
‘Corporate’ is used where the complaint does fall within the remit of the Council’s complaints process.

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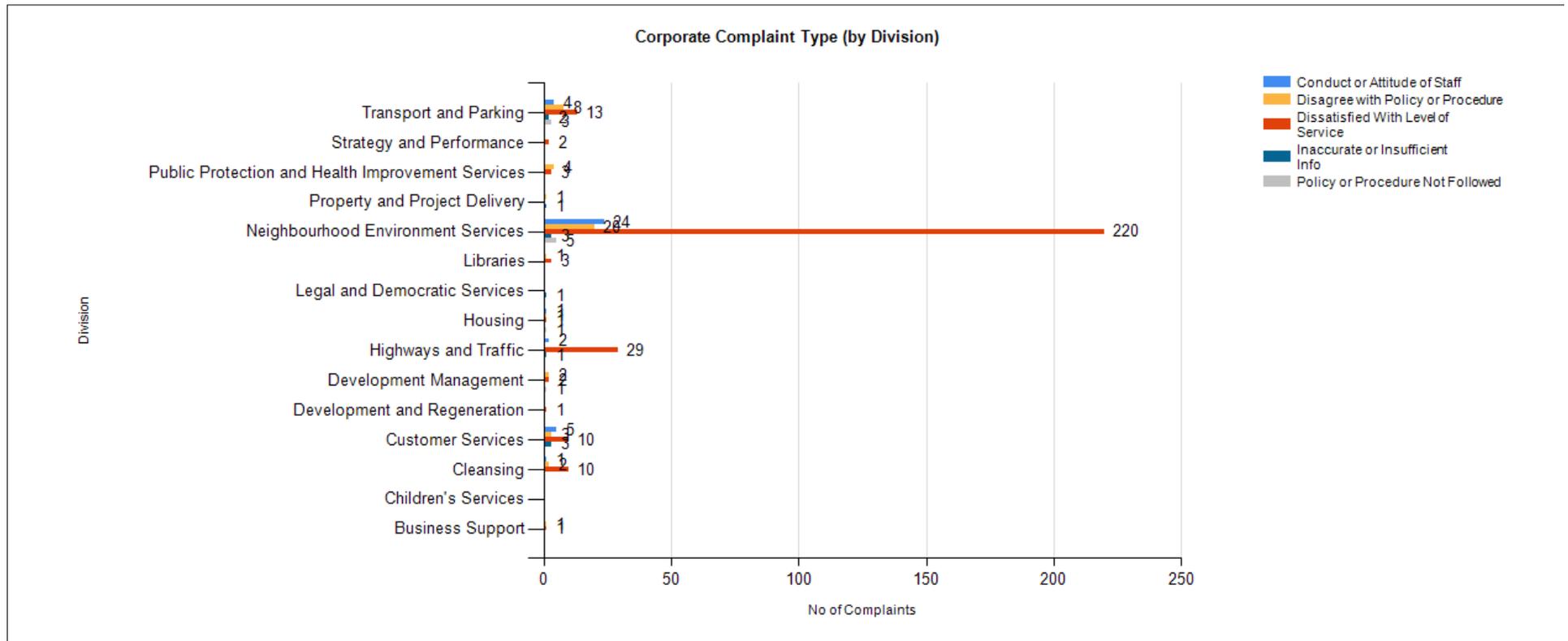
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This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.



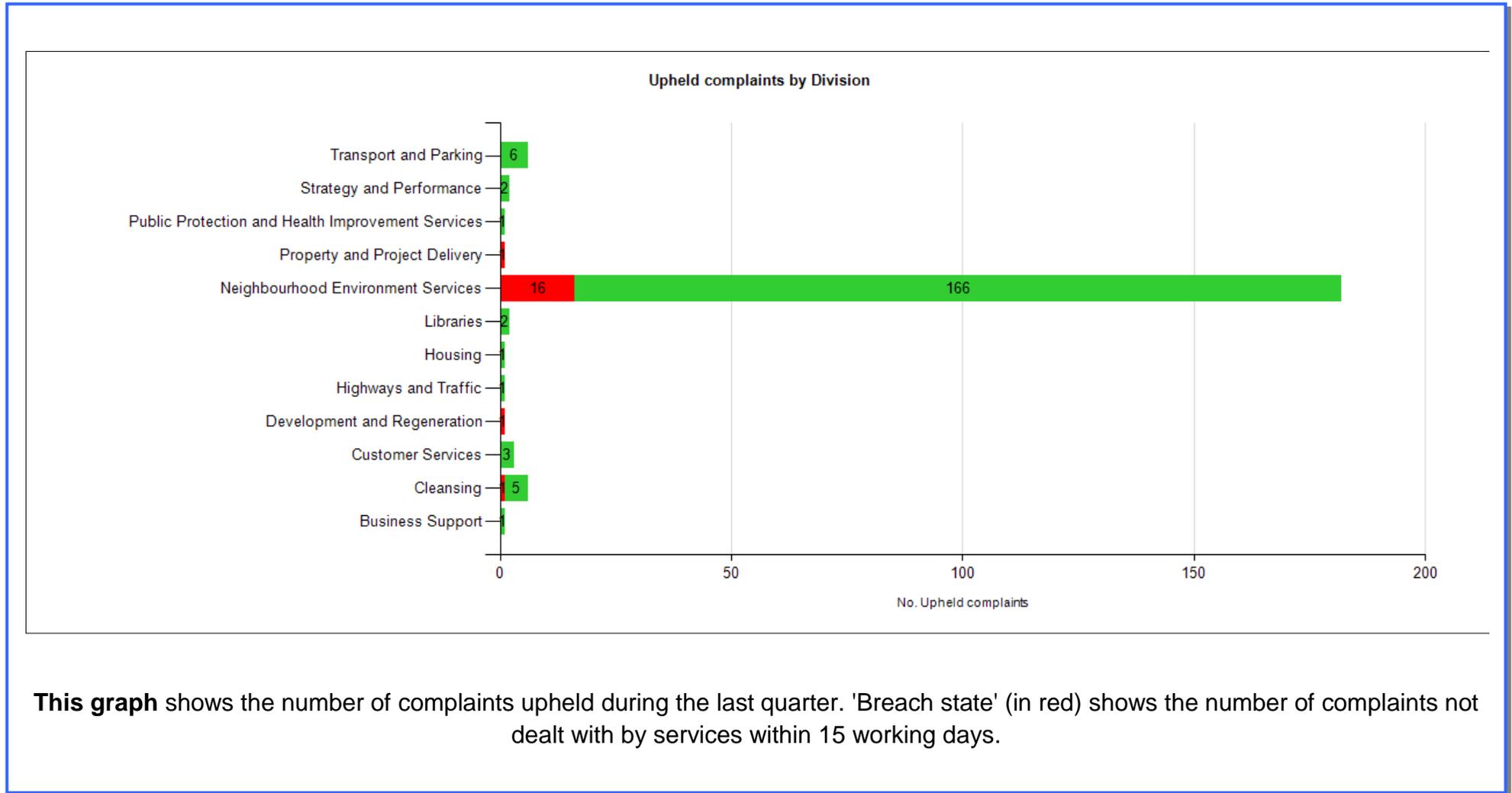
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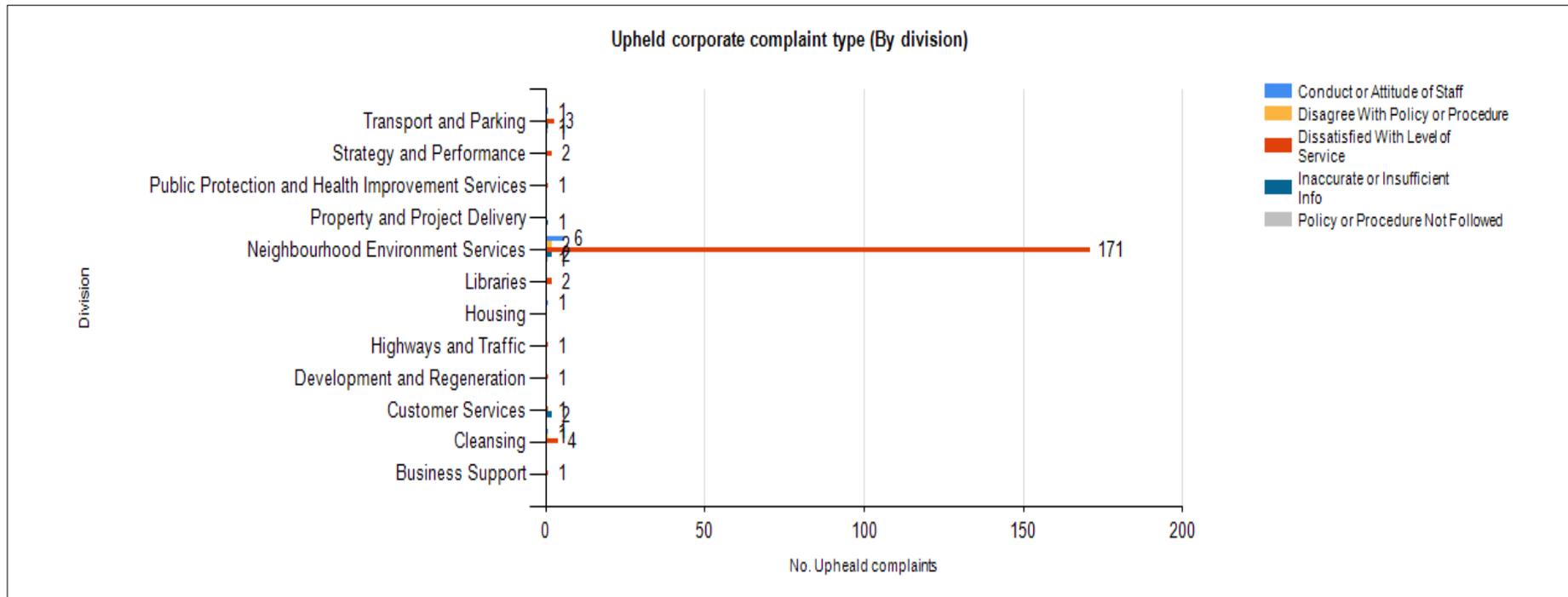
This graph shows what the complaint type was (whatever the outcome of the complaint).

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The following two graphs relate to Upheld complaints only



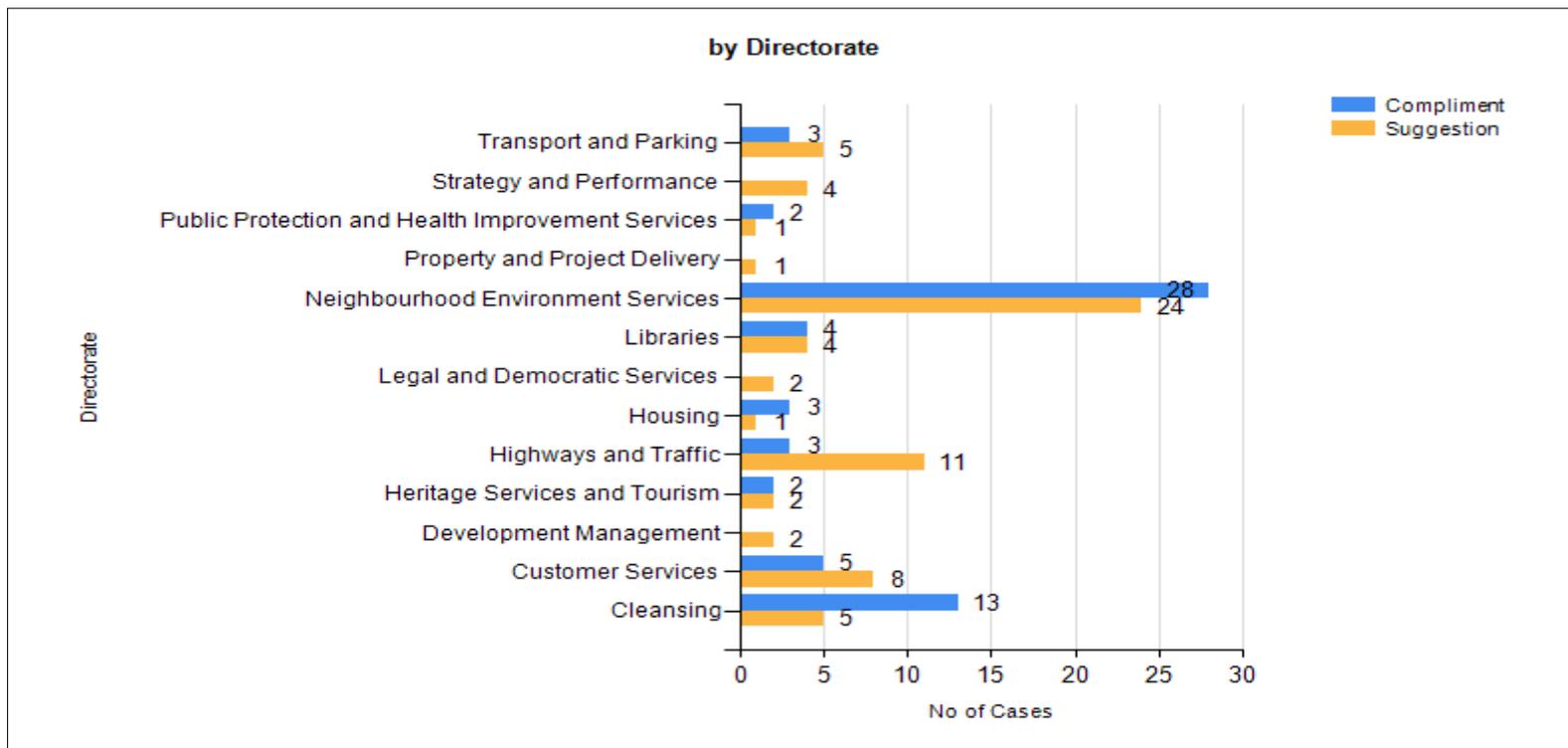
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This graph shows the types of complaint which were upheld during the last quarter.

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

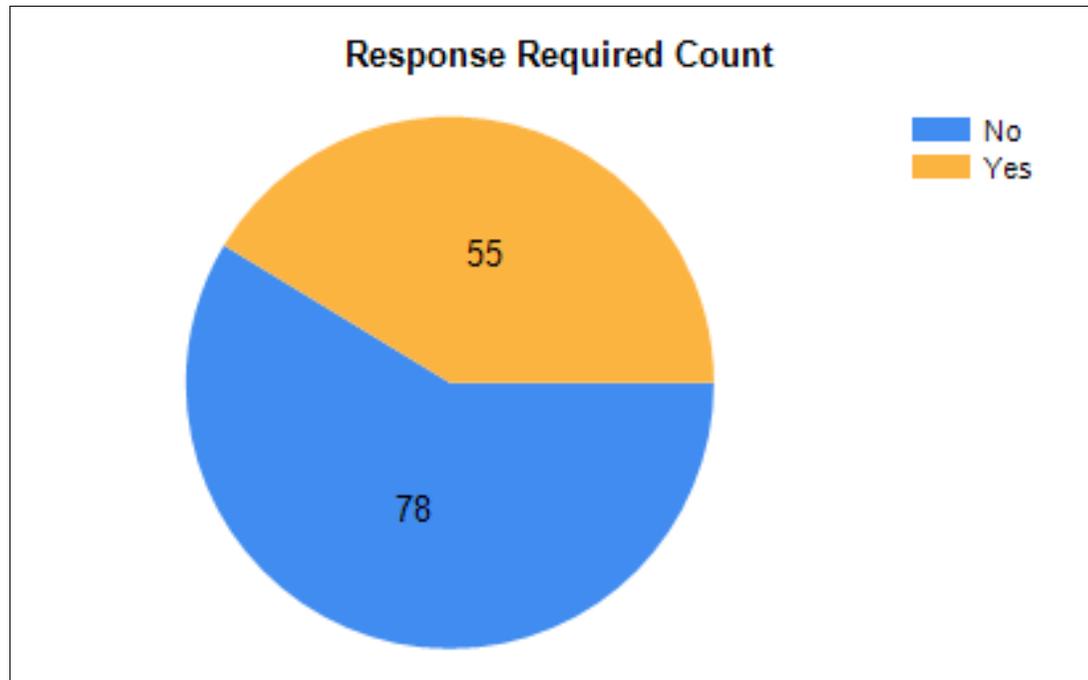


This graph shows all compliments and suggestions recorded on CRM between 1st January and 31st March 2016....

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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 |
| Public Protection | 1 | 0 | 1 | 0 |
| Highways | 2 | 1 | 1 | 0 |
| Housing | 2 | 1 | 1 | 0 |
| Customer Services | 3 | 1 | 2 | 0 |
| Grand Total | 11 | 6 | 5 | 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 | <i>You said...</i> | We did... |
|---|---|--|--|
| Legal & Democratic Services | We have had 1 complaints in this quarter and 1 suggestion. | <p>The complaint related to the design and wording of poll cards.</p> <p>The suggestion related to the web site and "signposting" for petitions.</p> | <p>The complaint was not upheld as this is dictated by legislation and there is no discretion to make any changes.</p> <p>As a result of the suggestion we immediately took action to ensure the signposting for Petitions was more easily accessible.</p> |
| People & Communities Directorate | | | |
| Children & Young People | <p>The two complaints in this quarter were for different reasons. one was from a foster mother not being informed of 'contact' sessions with the parent and one was from a family who felt they were not kept informed of meeting changes and requirements.</p> <p>Each complaint was dealt with under the statutory complaints procedure, not the council feedback policy.</p> | Communication between the service users and Social workers had been poor | |

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| Service | Trends / recurring themes | You said... | We did... |
|--|---|--|---|
| Adult Social Care | No feedback received during this quarter via the corporate process. | | |
| Place Directorate | | | |
| Development & Regeneration | | | |
| Housing Services | <p>This quarter we received 4 complaints about a variety of subjects. No trend was identified.</p> <p>3 compliments were received during the quarter.</p> | <p>'My sister and I were very impressed with the speed at which my problem was addressed, and would like to thank you kindly for your assistance. It was very refreshing to not be passed around different people and departments and to be able to receive such prompt help and advice'.</p> | |
| Heritage Services & Tourism | No feedback from customers was received during this quarter | <p>Compliment regarding the Mayor's Honorary Guides.</p> <p>Suggestion for winter pricing or over 60 age discount at Roman Baths</p> | <p>This was passed on to the Mayor's Honorary Guides.</p> <p>Wrote to the customer, thanking them for the suggestion and explaining the Council pricing strategy.</p> |

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| Service | Trends / recurring themes | <i>You said...</i> | <i>We did...</i> |
|---|--|--|---|
| Highways & Traffic | There were no real trends in this quarter. We had a few re the traffic management in connection to resurfacing scheme on Newbridge Hill but as expected through the winter months most complaints were about flooding and potholes caused by the large amount of rainfall. Insurance claims due to car damage. | <p>Re: potholes, drainage and resurfacing. Customer had calls back reassuring them that the works would be done as soon as possible and explaining that non- emergency issues would have to be on 28 day notices due to the large amount of calls we were receiving.</p> <p>We had positive feedback about the speed that some potholes were filled and the professional and polite nature of our gangs.</p> | <p>Re resurfacing : Told customers that notices had been placed in the local press, on our website and diversion signs were in place warning of works. One issue arose when emergency work was needed by a different department due to a tree fall – this was explained to customer.</p> <p>Re: potholes, drainage and resurfacing. Customer had calls back reassuring them that the works would be done as soon as possible and explaining that non- emergency issues would have to be on 28 day notices due to the large amount of calls we were receiving.</p> |
| Transport Development | | | |
| Neighbourhood Environment (Waste Services) | | | |

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| Service | Trends / recurring themes | <i>You said...</i> | We did... |
|--|---|---|---|
| Neighbourhood Environment (Recycling) | <p>Recycling issues remain the key driver of complaints numbers within our service.</p> <p>Within recycling, it is the container deliver process that is giving rise to the majority of complaints.</p> | <p>Where is my replacement green box, this is the third time I'm having to request one?</p> | <p>The contractor is in the process of reviewing both deliveries and the return of containers after collections. Additional resources are also being used to reduce the number of outstanding requests.</p> |
| Neighbourhood Environment (Cleansing) | | | |

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| Service | Trends / recurring themes | <i>You said...</i> | We did... |
|--|---|--|---|
| <p>Parks & Green Spaces</p> | <p>The main feedback is from customers informing us about fallen trees and woodlands particularly after the heavy winds/storms.</p> | <p>The way in which we do the work and the council is slow to respond</p> <p>Customers do not agree with Council officer opinions, even though they are sound and justifiable</p> <p>Customers regularly Tweet and we receive several emails a month complimenting the Parks staff on what has been achieved and improvements/appearances of parks & gardens, play areas, horticulture, tree clearance works and allotments.</p> | <p>We are looking at different ways in which we can better inform our customers. We have been using Twitter and regularly updating specific webpages. We have also implemented newsletters in specific areas to keep customers informed, as well as utilising the 'events' diary on the Council's homepage.</p> <p>We have regularly monthly meetings with Comms & Marketing to keep updated with potential Bear-traps and negative news stories.</p> <p>We have implemented a 'Good News' board for all staff to read/observe, and all compliments are printed and posted on these boards every week, on Friday.</p> |

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| Service | Trends / recurring themes | You said... | We did... |
|--|--|---|--|
| Public Protection & Health Improvement Services | <p>7 issues were raised during this 3 month period. These related to 5 different areas of the service. Although 3 related to the Dog Warden Service, each of these related to different issues:</p> <ul style="list-style-type: none"> • One complainant was given an incorrect contact telephone number by another service • One complainant was unhappy that another member of the public had made an allegation against him • One was unhappy about the way she was treated which was upheld. <p>The other 4 issues raised each related to other unrelated parts of the service so no pattern was detected. One of these issues related to another organisation entirely. 2 of the issues recorded were routine service requests</p> | <p>Trading Standards – mediation issue. Complainant unhappy with mediation process</p> <p>Dog Warden – unhappy with behaviour of officer</p> <p>Trading Standards – Issue from another area (not B&NES)</p> <p>Dog warden – wrong number given by another service</p> <p>EP – noise complaint</p> <p>Dog warden – complainant unhappy that allegation made against him</p> <p>Active Lifestyles – Complaint related to another organisation</p> | <p>Team to review process</p> <p>Reviewed by team leader – changes made to written responses</p> <p>Referred to Home Authority</p> <p>Advice given and scripting updated</p> <p>Standard service request</p> <p>Service acting on information given in good faith</p> <p>Referred to the external organisation</p> |
| Transport & Parking | <p>We have identified that:-</p> <ul style="list-style-type: none"> • There were some additional cases where there was an | <ul style="list-style-type: none"> • You received poor service following the removal of a vehicle parked in a location | <ul style="list-style-type: none"> • We apologised for the poor service, cancelled the Penalty Charge Notice and provided a |

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| Service | Trends / recurring themes | You said... | We did... |
|---------|---|--|---|
| | <p>apparent failure to respond to a query or service request made by email when there is evidence that contact has been made. We have put in place a new process to monitor emails more closely and ensure they are responded to appropriately.</p> <ul style="list-style-type: none"> • Most feedback relates to individual issues or concerns rather than trend or recurring theme | <p>where a parking suspension was in place. There was poor communication between our service and our vehicle recovery agents. This included the advice to you regarding the return of your vehicle and the arrangements that followed. You were wrongly pursued for an increased amount.</p> <ul style="list-style-type: none"> • You had a very poor experience and encountered a number of difficulties trying to locate a working charging point for your Electric Vehicle. <p>You had experienced wasted journeys between sites including being refused entry to the charging point at Bath University after being directed there.</p> <p>You had driven to Charlotte Street car park to find that location also not working and subsequently received a Penalty Charge Notice as you had needed to leave your car at the Charging Point.</p> | <p>refund.</p> <p>We advised you that we will review our processes and procedures in conjunction with our vehicle recovery agents to prevent potential re-occurrence.</p> <ul style="list-style-type: none"> • To ensure a joined up approach to our reply we contacted our colleague in Environmental Monitoring. <p>We were able to advise that new units were being installed at Charlotte Street and Lansdown Park and Ride and that the new units have the ability to relay live availability and status to the Source West website. This is expected to help eradicate wasted journeys.</p> <p>We also advised that we will arrange for the charging point at Bath University to either be taken off the Source West public website to avoid</p> |

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| Service | Trends / recurring themes | <i>You said...</i> | We did... |
|---------|---------------------------|---|--|
| | | <ul style="list-style-type: none"> • We have received some positive feedback expressing thanks for resolving issues. This has included issues relating to other service department issues • We have received some positive feedback acknowledging the improvement we have made to better monitor and reply to email contacts. "The changes you have made to the way you manage your e-mails are obviously working, and I can now close this matter. With thanks". | <p>misleading the public or provide more detailed information about the restrictions that apply.</p> <p>We cancelled the Penalty Charge Notice.</p> <ul style="list-style-type: none"> • We will continue to be proactive to resolve issues and work with other service areas. This is to ensure we provide a joined up 'One Council' approach and provide helpful and relevant information • We are monitoring the impact of the changes we have made to date and have begun discussions with colleagues in Council Connect to assess the potential for further improvements. <p>This includes the potential for an 'online' enquiry form and development of our Customer Relationship Management system to further improve the control and management of email contact. This will also help increase the use of online</p> |

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| Service | Trends / recurring themes | <i>You said...</i> | We did... |
|--|---|---|---|
| | | | services as a preferred method of contact |
| Public Transport | Questions about diamond travel card user times have increased | <p>A recurring complaint is that diamond travel card users are unable to use their pass on the 09:00am P&R bus at Newbridge.</p> <p>Complaints about RTI being unreliable</p> | <p>This suggestion has been put forward however it is not currently possible to use diamond travel cards on this particular bus service.</p> <p>We can only investigate specific complaints as they system relies on buses being logged into the system. We explain this to customers when they complain.</p> |
| Development Management (Planning) | <p>Only a small number of complaints were received during this quarter. The main reasons for complaint continue to be disagreement with planning application decisions, handling of the planning application and procedures not followed.</p> <p>All Stage 2 requests during this quarter found that the complaint had been fully answered and no review was warranted.</p> | <p>The Council failed to notify an objector of a planning application as their details had been incorrectly entered. However the Council has complied with the statutory requirements set out in the Town and Country Planning (Development Management Procedure) Order 2015 by publishing its decision on the planning application on its website.</p> | <p>In this instance we did not meet our own standards or the customers' expectations. We are continually reviewing processes to ensure this type of error does not occur.</p> |

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| Resources Directorate | | | |
|---|---|---|---|
| Business Support (Finance) | One complaint upheld relating to a non-response to answer machine messages left by a customer | Non response to answer machine messages left by a customer | Staff have been reminded to only use answer machines for limited periods and to ensure their phones are transferred when they take leave. |
| Customer Services | Disputes about Council Tax Use of online forms and paying bills online – difficult to use. | Online forms difficult to use Dissatisfied with demands for payment of Council Tax | We will use the feedback when reviewing forms. Service acts in accordance with government legislation. |
| Business Continuity & emergency Planning | No feedback from customers was received during this quarter | | |

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| | | | |
|---|---|--|--|
| <p>Libraries</p> | <ul style="list-style-type: none"> • Change to Mobile Route (Wellow – route 2) • Ineffective WIFI- difficulty accessing and slow speed • IT Blocks to sites that users have previously been accessible. | <ul style="list-style-type: none"> • Changing the mobile route in Wellow meaning that elderly users were now finding it difficult to continue to physically access the service. • WIFI slow speeds and access issues due to upper limit reach of band width. • Adding IT Blocks to betting website meaning that users are having to change what they are using the PN Network | <ul style="list-style-type: none"> • Amended the route change so that the original stop was reinstated meaning that elderly users were physically able to use the service once again. • Boosted Wifi within Bath central and installed WIFI in Moorland Rd and Weston branches to offer as an alternative and extend this service to branch users. • Explained the importance of the IT policies and procedures of the Peoples Network to help keep users safe. |
| <p>Project Delivery, Property & Facilities</p> | | | |
| <p>Strategy & Performance</p> | | | |