

Public Protection and Health Improvement

Customer satisfaction survey - Review and Action Plan

We have an ongoing commitment to maintaining and improving our services. As part of that we survey our customers on an ongoing basis to check that they remain satisfied. Given the diverse nature of the service we survey in different ways - to be most accessible to our customers and encourage a higher response rate. As well as overall satisfaction we check for timeliness, professionalism and quality of information provided. We also want to ensure we are fair. Results coming back from surveys indicate we do well with this – most responses place us high which indicates we are doing a lot right.

We aim to keep these high standards and hope to do even better in the future. As well as the ‘basics’ we continue to progress some specific projects and are at different stages with the delivery of these. They are listed below and we will continue to review going forward.

Survey reference		Proposed / Required Actions	Planned Completion Date	Notes
1.	Leisure Consultation Keynsham	Consultation referred to a preferred structure for the refurbished leisure centre. The details were collated into a full report. Key recommendations were taken forward and shared with the public in Autumn 2016. Plans amended to accommodate these requests, planning application made November 2016	Planning Application Commencement of build Summer 2017	Links to information provided to the public and then taking account of their feedback (where appropriate) to develop revised plans. Also to professionalism – the quality of the consultation process.
2.	Environmental Protection	Following a service transformation project the team now survey all their customers and the feedback is logged. This is reviewed in team meetings on a regular basis and the service delivery model is tweaked accordingly	Current and ongoing	Links to professionalism and delivery. The improved customer focussed information and delivery methods are monitored on a regular basis
3.	Licensing	The team are part of a Licensing Hub review (along with 2 other services). Part of this review involves placing the customer at the centre of all we do. The team plan to conduct 1-1 interviews with a number of businesses to join up the service delivery around the customer's needs. One interview has been completed and others are planned as the project progresses.	April 2017	Links to overall satisfaction, professionalism and delivery. This programme of work will review a range of customer feedback from those who have experienced the service and revise the delivery methods to suit customer needs e.g. self-service, payments online, 1-1 coaching and support