

Quarterly Customer Feedback Summary

1st April 2017 – 30th June 2017

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.

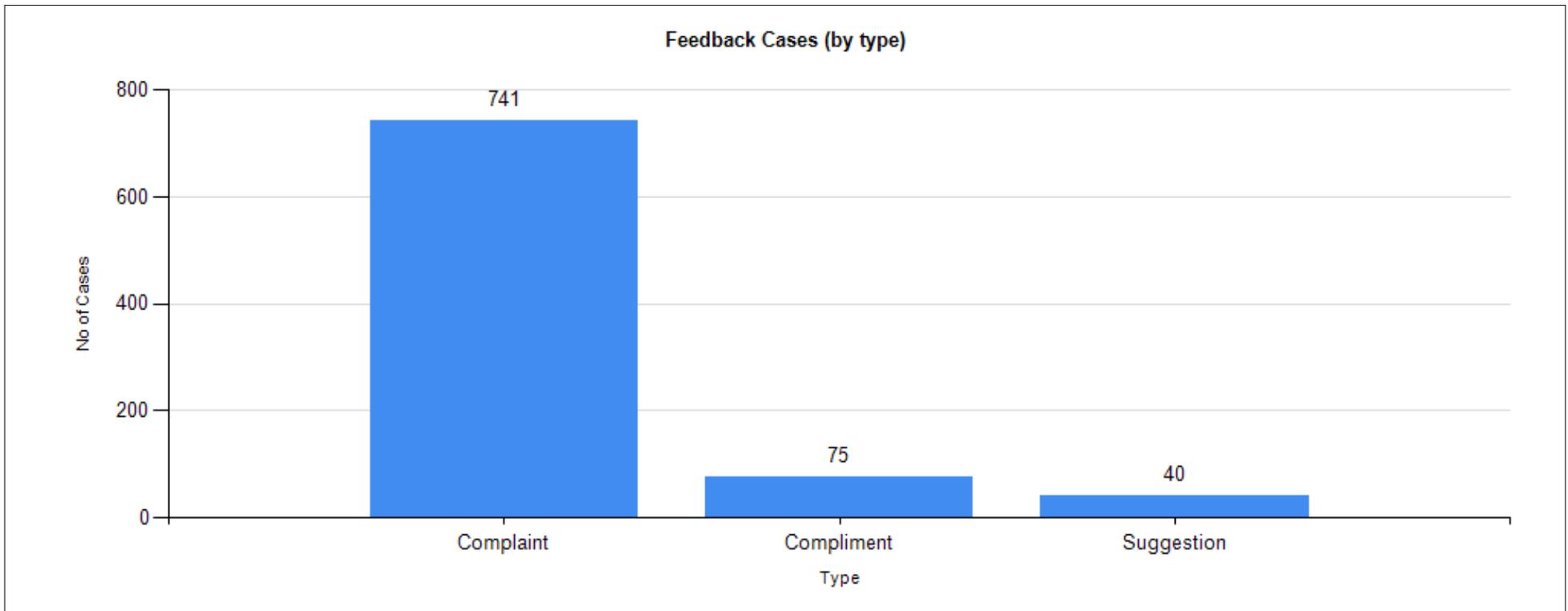
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 1 2017/18 (April – June 2017)

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](#)

Quarterly Customer Feedback Summary
1st April – 30th June 2017



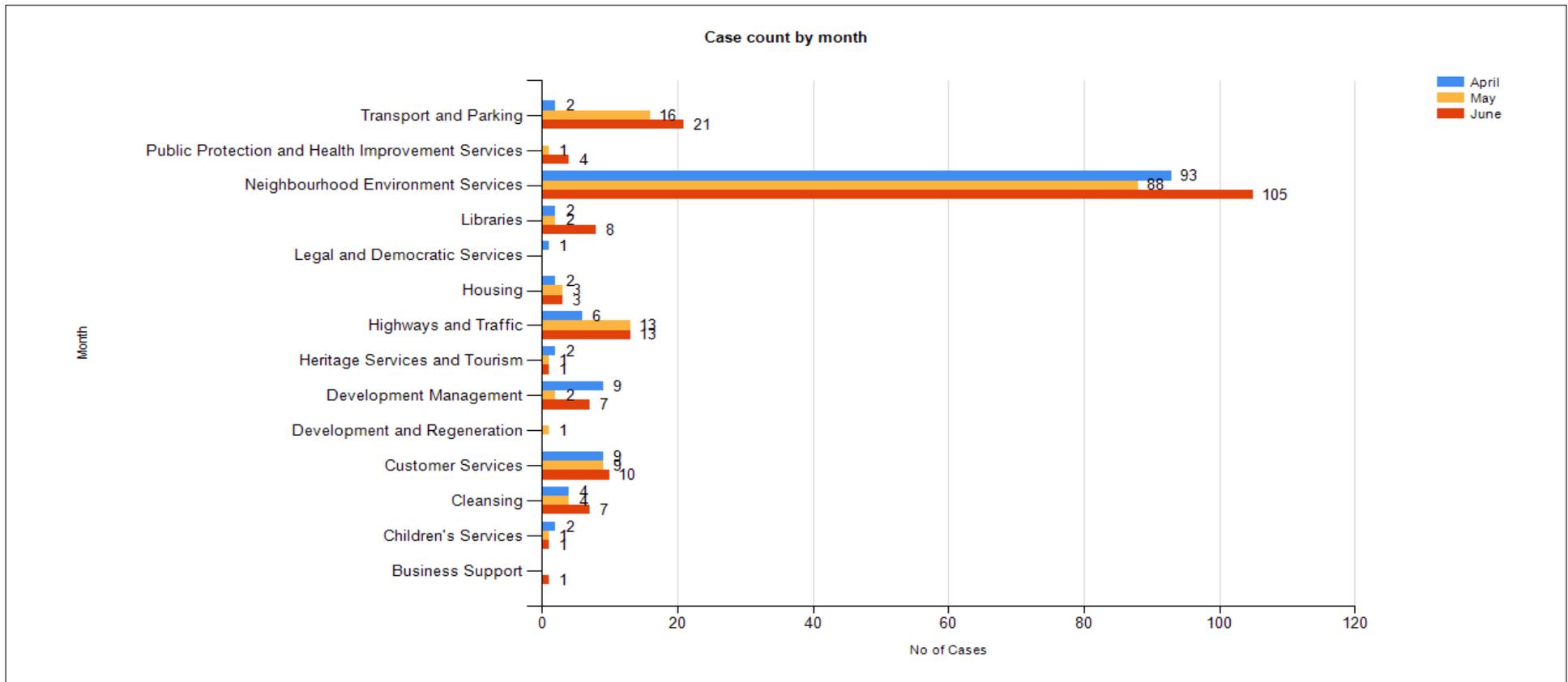
This table shows ALL feedback received – it illustrates all feedback received for all services. It is important to bear in mind that during the same period the Council Connect contact centre handled **40,128** telephone, email and social media contacts

Complaints represents **1.85%** 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.

Quarterly Customer Feedback Summary

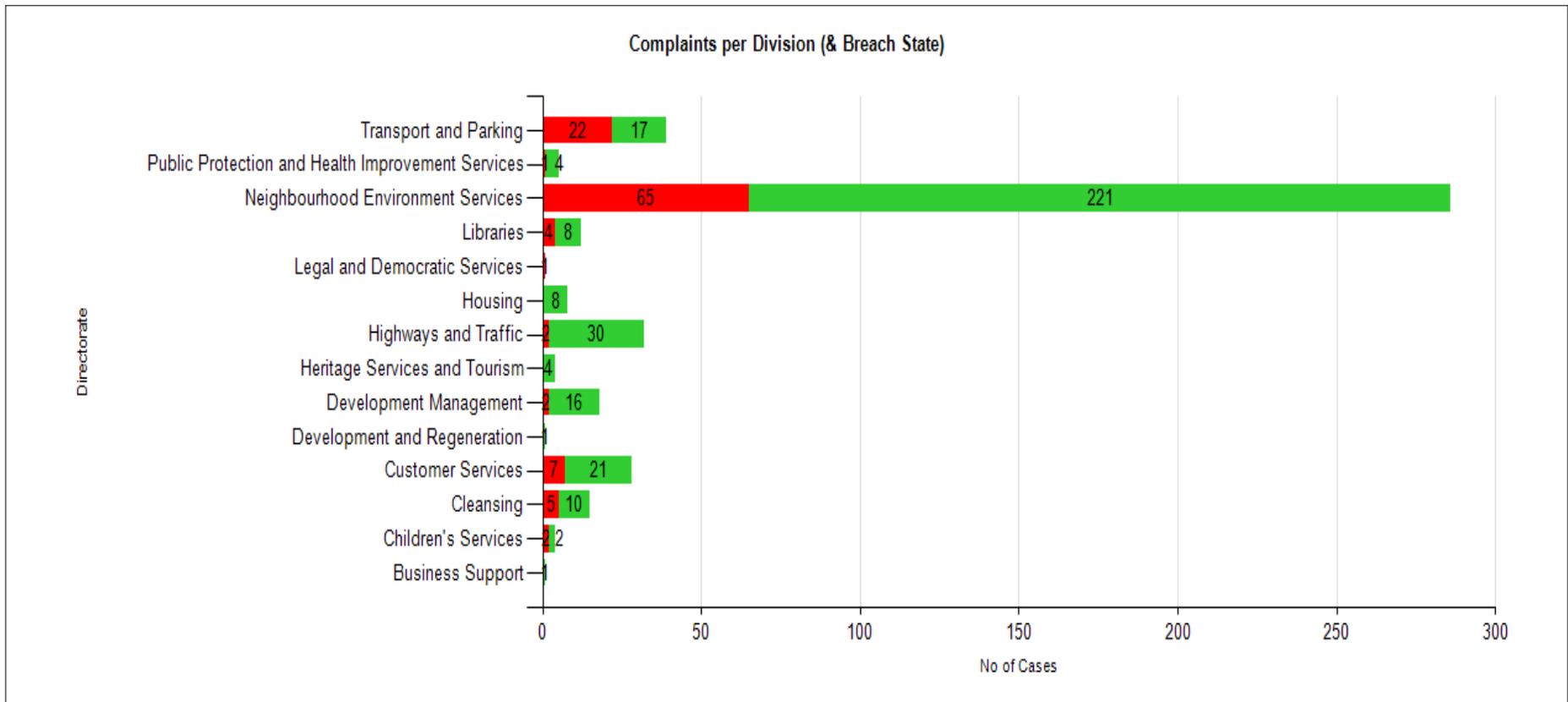
1st April – 30th June 2017



This graph shows the number of complaints received over each month



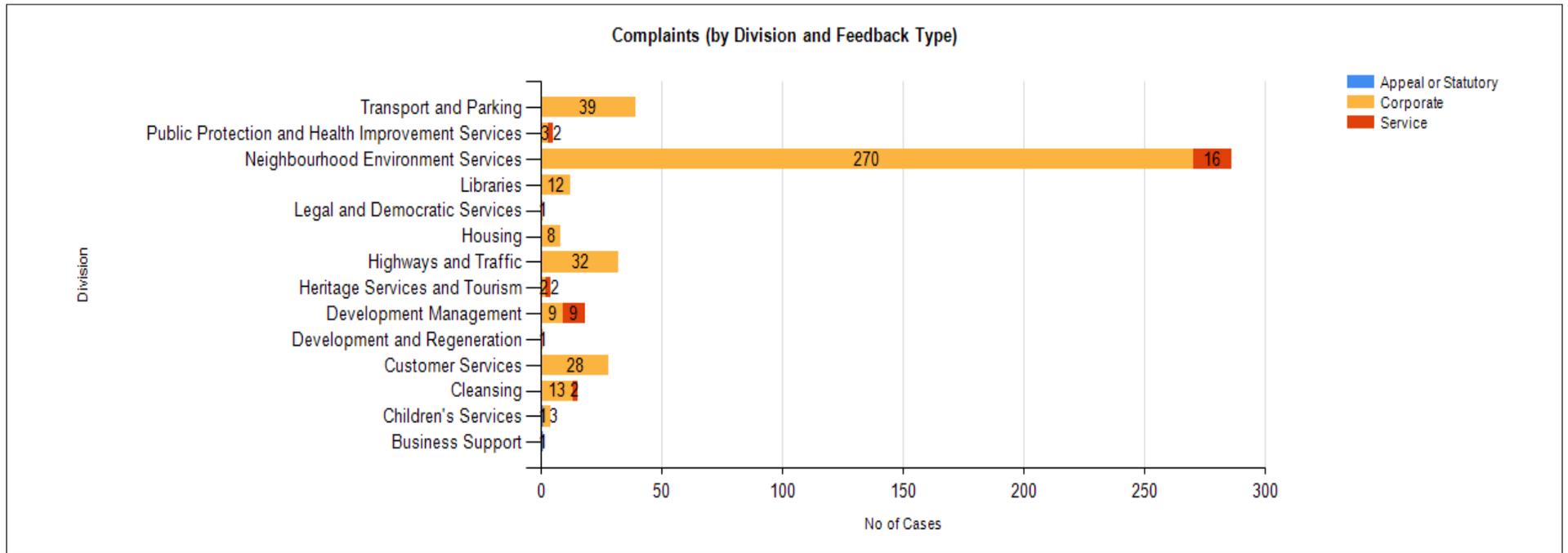
Quarterly Customer Feedback Summary
1st April – 30th June 2017



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.



Quarterly Customer Feedback Summary
1st April – 30th June 2017



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’

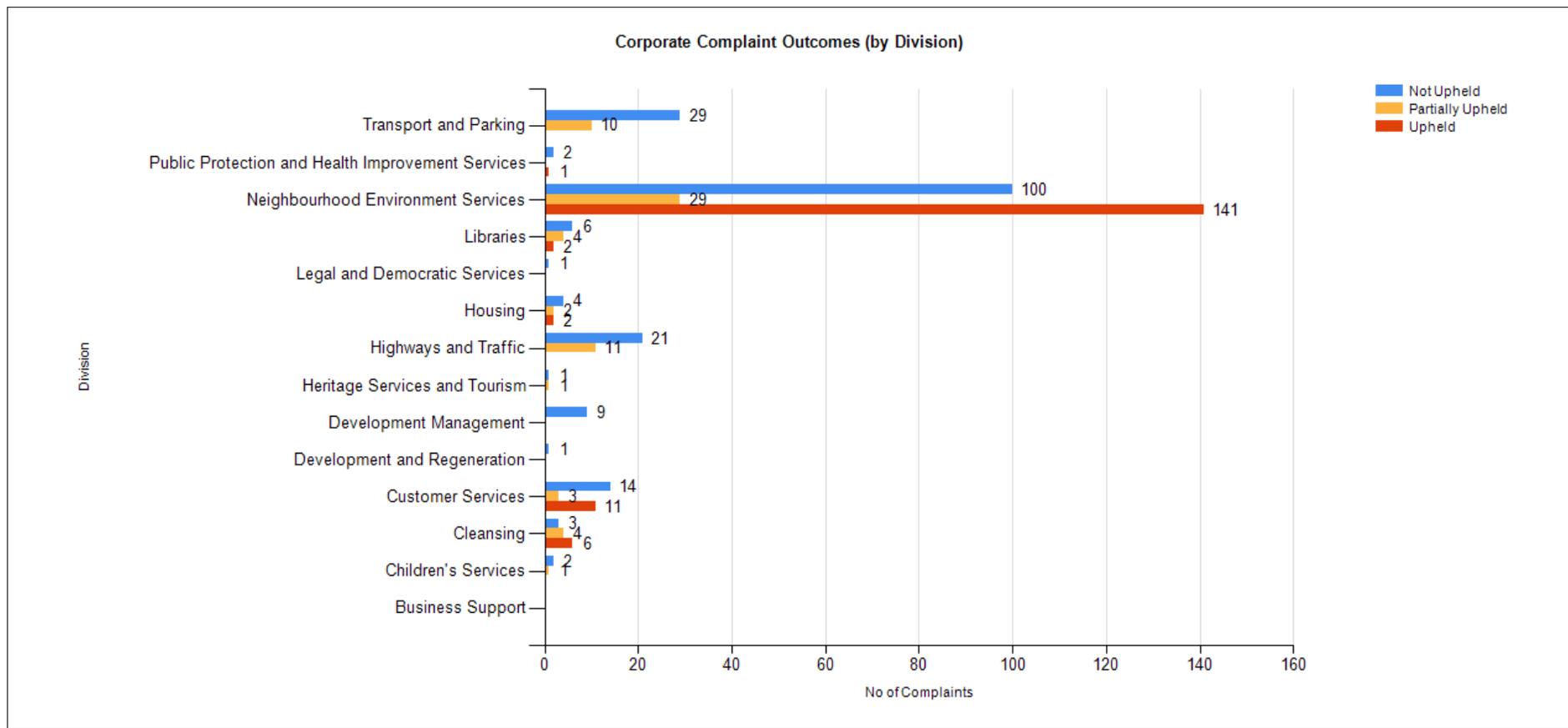
‘Appeal or Statutory’ is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s corporate process.

‘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.



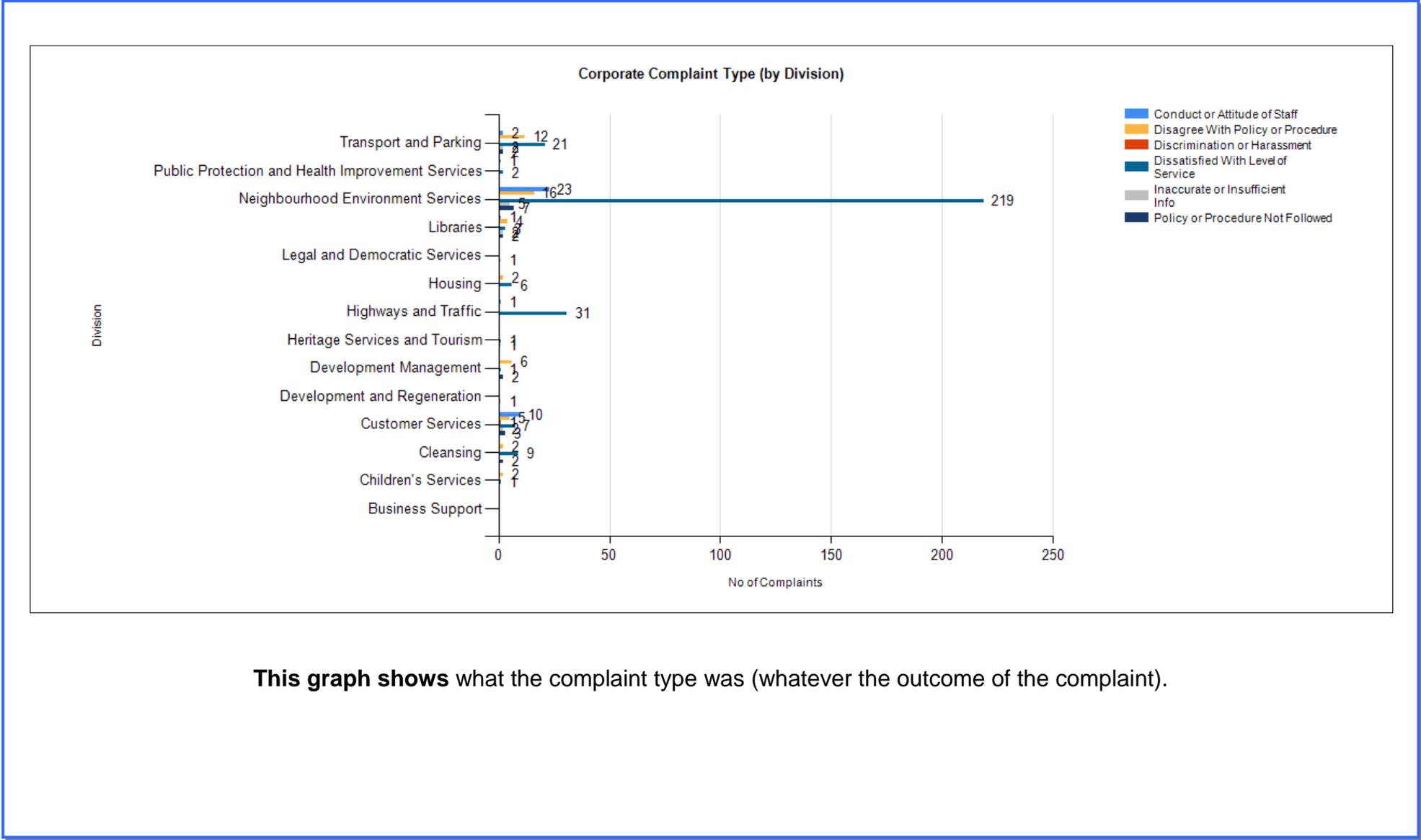
Quarterly Customer Feedback Summary
1st April – 30th June 2017



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



Quarterly Customer Feedback Summary
1st April – 30th June 2017

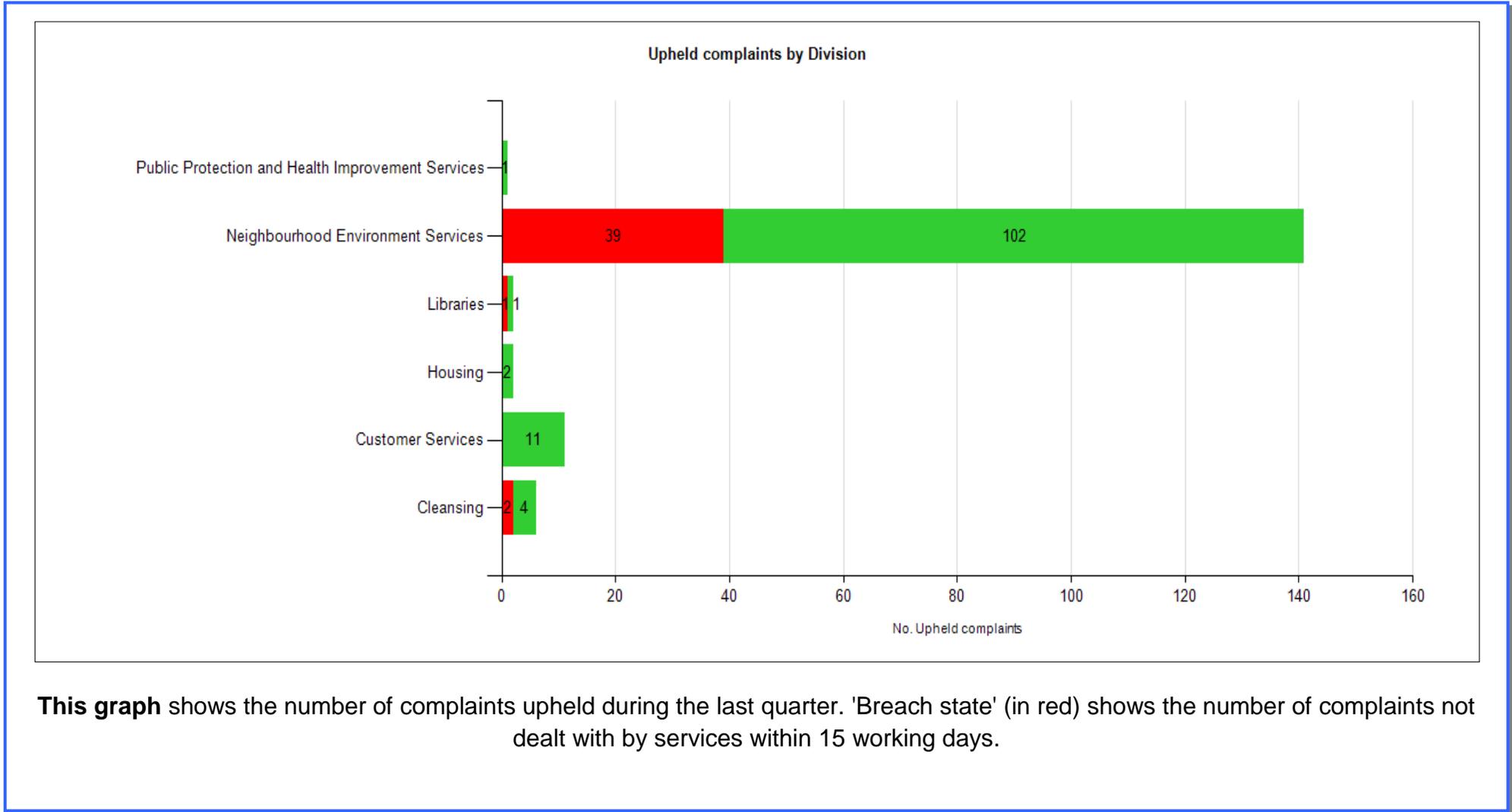


This graph shows what the complaint type was (whatever the outcome of the complaint).

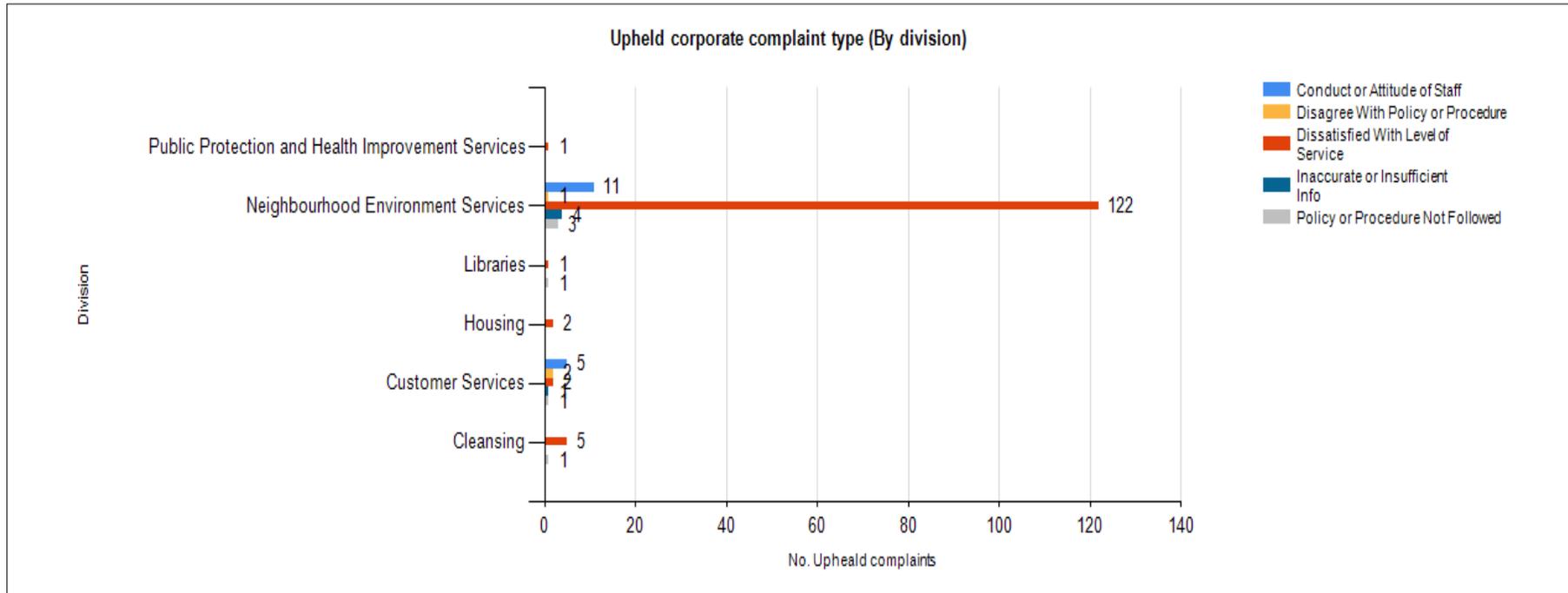


Quarterly Customer Feedback Summary
1st April – 30th June 2017

The following two graphs relate to Upheld complaints only



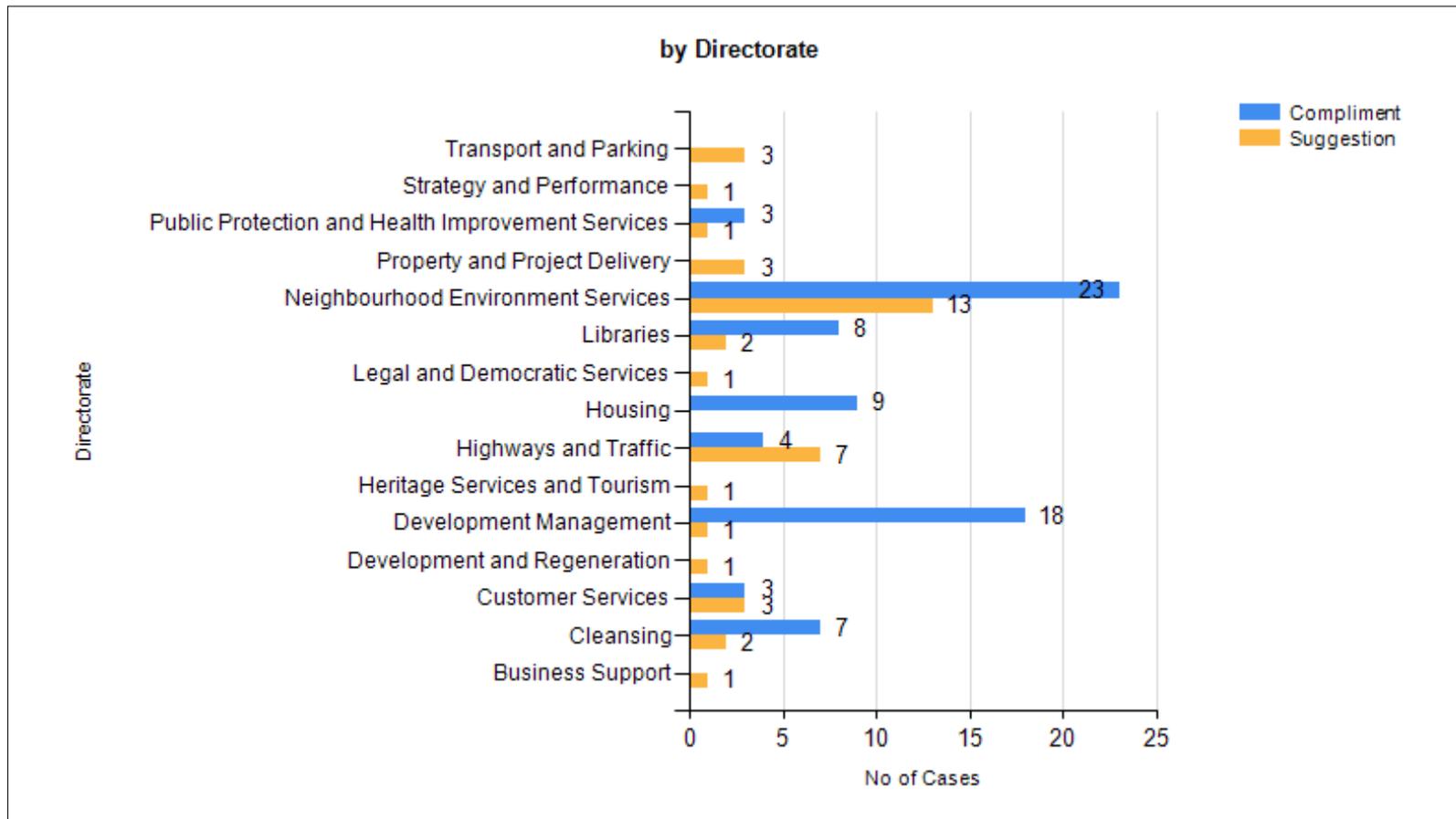
Quarterly Customer Feedback Summary
1st April – 30th June 2017



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

Quarterly Customer Feedback Summary
1st April – 30th June 2017

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

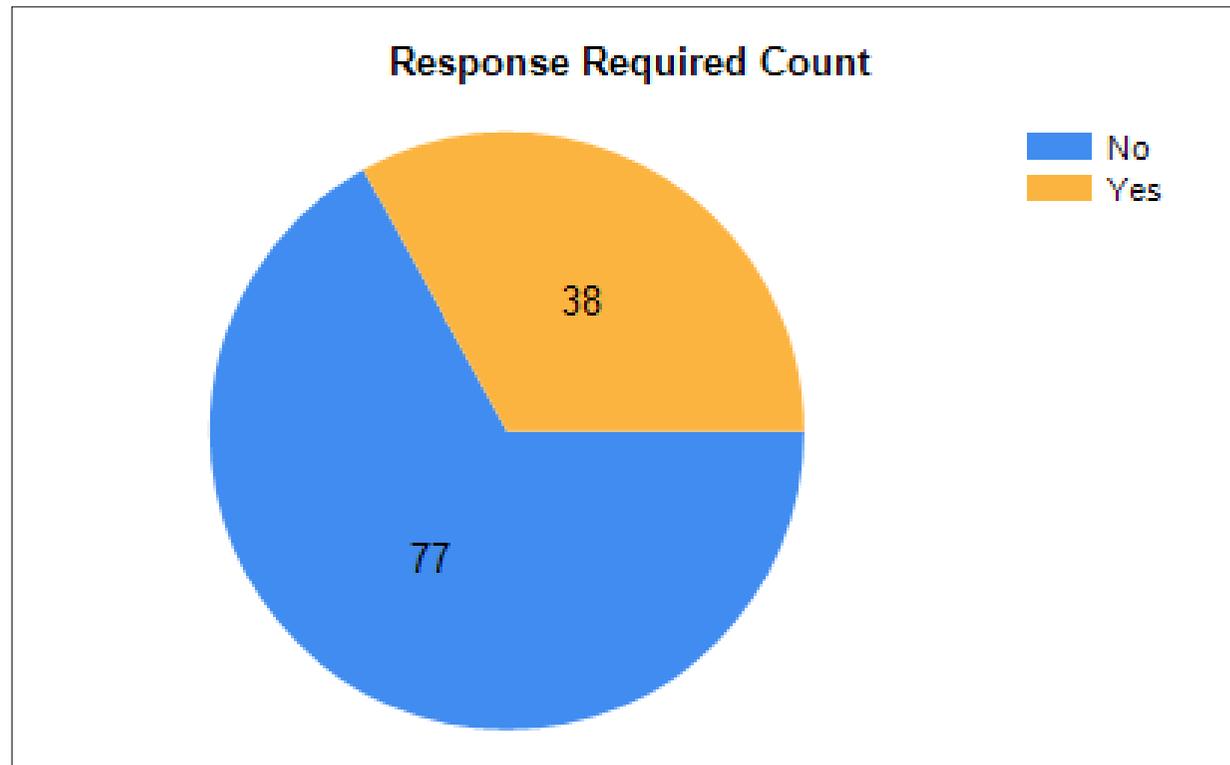


This graph shows all compliments and suggestions recorded on CRM during this quarter....

Quarterly Customer Feedback Summary
1st April – 30th June 2017



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



Quarterly Customer Feedback Summary
1st April – 30th June 2017

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 still reasonably 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 and reasonably 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)	5	5	0	0
Children's Services	2	1	0	1
Customer Services	3	2	1	0
Grand Total	10	8	1	1

Quarterly Customer Feedback Summary
1st April – 30th June 2017

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			
People & Communities Directorate			
Children & Young People	<p>There is no identifiable trend from the customer feedback cases during this quarter.</p> <p>We have seen complaints surrounding the SEN team and Education Inclusion</p> <p>The nature of these complaints have been particular to the individuals involved and the responses to the customers have reflected this</p>		
Adult Social Care	No feedback received during this quarter via the corporate process.		
Place Directorate			

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	<i>You said...</i>	We did...
Development & Regeneration			
Housing Services	6 complaints have been received during the quarter about improvement works.	<p>2 complaints were received regarding Options and Homeseach advice.</p> <p>Of the complaints received regarding improvement works, 4 were upheld or partially upheld. 2 complaints were not upheld as valid.</p>	<p>In both instances the complaints were not upheld as valid.</p> <p>Housing Services has contacted a contractor responsible for poor performance and reviewed the case to prevent reoccurrence, the service is also reviewing the grant approval process.</p>
Heritage Services & Tourism	There is no identifiable trend from customer feedback during this quarter.	<p>A visitor was given the wrong information regarding applying for a Discovery Card resulting in her paying full price entrance to the Thermae Spa.</p> <p>A customer felt that front of house and café staff were not welcoming.</p> <p>A member of the public alleged that the Heritage Services van clipped their arm damaging an expensive watch.</p> <p>It was reported that a Heritage Services van driver stopped the van on a cycle path.</p>	<p>A letter of apology was sent. Staff were reminded of the correct identification that was needed for a Discovery Card.</p> <p>Staff have been reminded of the importance of being attentive and welcoming to all visitors.</p> <p>The member of the public was sent a claim form by the Insurance team, which has not been returned.</p> <p>Member of staff was interviewed and reprimanded (they heard banging from the van and wanted to investigate). A letter of apology was</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	<i>You said...</i>	We did...
			sent.
Highways & Traffic	<p>The main themes this quarter relate to the new London Road Bus Lane, resurfacing and street lighting.</p> <p>We have received a number of compliments for prompt repairs of potholes and the replacement of double yellow lines.</p>	<p>You said the London Road Bus Lane appears to be causing delays for lots of commuters.</p> <p>You said that road resurfacing processes take too long.</p> <p>You said you aren't happy with the new street light specifications.</p>	<p>We advised customers of the London Road Bus Lane trial period. We explained the original purpose of this, which was to support the Network Rail bus replacement service during works to upgrade Bath Spa. The project manager has recorded their comments to be used in an ongoing consultation.</p> <p>We have continued to explain the resurfacing process fully and have reiterated the time frame within which the road surface will settle and lines will be replaced. We sent out a leaflet ahead of time to explain this process.</p> <p>We have assured customers that new streetlights have been designed in accordance with the requirements of the current national standards for Road Lighting. Where necessary, we have added shields to those directed towards customer's windows and have explained that the changes were made in order to comply with requirements to reduce CO2 emissions and energy consumptions.</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	<i>You said...</i>	We did...
Neighbourhood Environment (Waste Services)	<p>The main complaints received this quarter relate to Garden Waste Collections.</p> <p>We continue to receive positive feedback about the level of customer service we provide at the recycling centres, such as these customer comments</p>	<p>Garden waste bin has not been collected. This is a paid service which we are not receiving.</p> <p>“I was really impressed by how well Bath recycling centre is organised and how helpful the staff were.”</p> <p>“What a lovely lot of employees you have doing a difficult job many people might not think much of.”</p> <p>“I would like to compliment the staff at Radstock Road recycling centre. The Staff are all so friendly and helpful.”</p>	<p>The majority of complaints were upheld and apology given. We ask residents to leave miss garden waste bins at kerbside for collection and report it to us by 5:30pm on the working day following the date the collection was due. Our policy is to return for reported missed garden waste collections within 5 working days.</p> <p>We are grateful to receive positive feedback and always pass this on to our colleagues</p>
Neighbourhood Environment (Recycling)	<p>The main complaint received this quarter on recycling complaint was related to box return following collection</p>	<p>You said that the crew were leaving recycling containers further away from collection point</p>	<p>We updated our training with crew and carried out “toolbox” training on box presentation.</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	<i>You said...</i>	We did...
Neighbourhood Environment (Cleansing)			
Parks & Green Spaces	<p>The main themes are seasonal matters: grass needs cutting and vegetation growth alongside paths and requests for tree removal works.</p> <p>We have received complaints about the changes to the frequency of grass-cutting in and around B&NES district. We actively use social media: Twitter and Facebook to positively publicise the benefits to ecology and wildlife for leaving some areas of grass longer than previous years. We have revised the information on the Parks & Green Spaces Grounds Maintenance webpage to keep our customers informed.</p> <p>Customers regularly Tweet and we receive several compliments per month regarding the good work that the Parks and Grounds staff does around the district.</p>	<p>We're not cutting the grass as frequently as previous years.</p>	<p>We have been publicising, consulting and liaising with the local communities to help them understand why this work needs to be carried out.</p> <p>We aim to keep local communities and residents informed throughout intended works. We aim to listen and resolve complaints and address concerns.</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	<i>You said...</i>	We did...
Public Protection & Health Improvement Services	There is no identifiable trend from customer feedback during this quarter.	<p>One complaint was received relating to the Dog warden service.</p> <p>One complaint was received relating to the Environmental Protection service.</p> <p>One complaint was received about the leisure page of our website.</p>	<p>In this instance the complaint was not upheld as valid.</p> <p>In this instance the complaint was not upheld as valid.</p> <p>We apologised and updated the web page concerned.</p>
Transport & Parking	<p>In Passenger Transport we receive very low levels of feedback.</p> <p>In Parking Services 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>Our leaflet explaining we are unable to make refunds for unused ‘visitor’ parking permits could be clearer.</p> <p>We continue to receive positive feedback about the level of customer service we provide, such as these customer comments:</p> <p>“Thank you for such a swift response - I really appreciate it and am impressed by your efficiency!”</p> <p>“Thank you so much for your help on</p>	<p>There was no specific customer feedback this quarter. Most feedback received is positive, with the service viewed as helping people access services and facilities</p> <p>We have made some changes to improve the content of this leaflet.</p> <p>We are pleased to receive positive feedback and always pass this on to our colleagues</p> <p>Customer Service is a key priority for us. We continue to support and develop our teams to uphold the highest of standards as Ambassadors of the Council</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	<i>You said...</i>	We did...
		<p>Friday; we managed in the end, thankfully.</p> <p>Thank you, too, for such a prompt reply and the refund, much appreciated.</p> <p>What an excellent service you provide!”</p>	
Public Transport	<p>In Public Transport, most feedback relates to individual issues or concerns. We also receive feedback for services provided and managed by commercial bus operators and liaise with them as appropriate.</p>	<p>You told us about damage to a local bus shelter due to vandalism.</p> <p>You told us that the ‘real time’ information board at a local bus stop wasn’t working as there was no notice of the bus arriving.</p>	<p>We contacted the contractor - repairs were made and a replacement time table installed</p> <p>We contacted the contractor and were able to let you know that the bus concerned was a ‘replacement’ bus which didn’t have the GPS tracking system on board.</p>
Development Management (Planning)	<p>The main reason for complaint continues to be disagreement with planning application decisions and officer handling of planning applications, there was one complaint against a planning enforcement decision. Slight rise in the number of complaints this quarter but none of the complaints were upheld. There were five stage 2 (escalated complaint) requests but none of these warranted further investigations. There were 18 compliments received during this quarter.</p>	<p>The majority of your complaints this quarter related to your dissatisfaction with a planning decision.</p> <p>“BANES Building Control service have proven themselves to be helpful knowledgeable, efficient and friendly.</p>	<p>Officers provided advice and guidance on potential next steps which can include the redesign and resubmission of a scheme, submission of an appeal against refusal of planning permission or the Council’s Complaints procedure.</p>

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	You said...	We did...
		Very reassuring qualities , which are appreciated”	

Resources Directorate

Service	Trends / recurring themes	You said...	We did...
Business Support (Finance)	There is no identifiable trend from customer feedback during this quarter.	One complaint was received in respect of a request under the Freedom of Information Act.	The responsible Director determined that no further action was required in this case. The complainant was provided with contact details for the Information Commissioner’s Office if they wished to pursue the matter further.
Customer Services	Complaints during this quarter related to recovery of unpaid Council Tax and staff attitude. Received several compliments regarding the ability to obtain bus passes from our One Stop Shops with ease.	Complaint regarding the information given on Council Tax bills/statements. Documents were submitted to the council and not received by the Council Tax team.	Acknowledged that it is important to make Council Tax documentation easier to understand. Arranged for staff training to assist them in explaining content of documentation to our customers. Amended working practices to minimise the chance of this happening in future.

Quarterly Customer Feedback Summary
1st April – 30th June 2017

Service	Trends / recurring themes	You said...	We did...
Business Continuity & emergency Planning	No feedback was received during this quarter via the corporate process.		
Libraries	<p>This quarter trends for Library feedback related to:</p> <p>Inaccurate information regarding opening times on the Council Connect Automated service.</p> <p>Unscheduled disruption to the Mobile Library service on certain days/ routes.</p> <p>Unscheduled closures to Bath Central Library on Sundays.</p>	<p>You were given inaccurate information regarding opening times on the Council Connect Automated service.</p> <p>The Library closed without sufficient notice on Sundays due to staffing issues.</p> <p>Due to unsociable use by certain borrowers the layout of specific areas of the library restricted customer access to shelves.</p> <p>Some members told us they felt 4 hour computer sessions are too long.</p> <p>Some members have concerns regarding the proposed changes to Library provision.</p>	<p>We contacted Council Connect to request this information be changed. This has now happened.</p> <p>Weekday staff volunteered to cover shifts without staff. Permission to recruit more Sunday staff sought and given.</p> <p>We moved shelving to make it more accessible/ user friendly for all customers.</p> <p>We explained that we have quick access sessions available for 30 min use and longer session computers are able to be booked in advance.</p> <p>We encouraged them to take part in the upcoming consultation.</p>

Quarterly Customer Feedback Summary

1st April – 30th June 2017

Project Delivery, Property & Facilities	No feedback received during this quarter via the corporate process.		
Service	Trends / recurring themes	<i>You said...</i>	We did...
Strategy & Performance	No negative feedback received during this quarter via the corporate process.	One suggestion received in this quarter regarding the number of homeless people in Bath.	A response was provided by Community Safety