

Quarterly Customer Feedback Summary

1st July 2017 – 30th September 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.

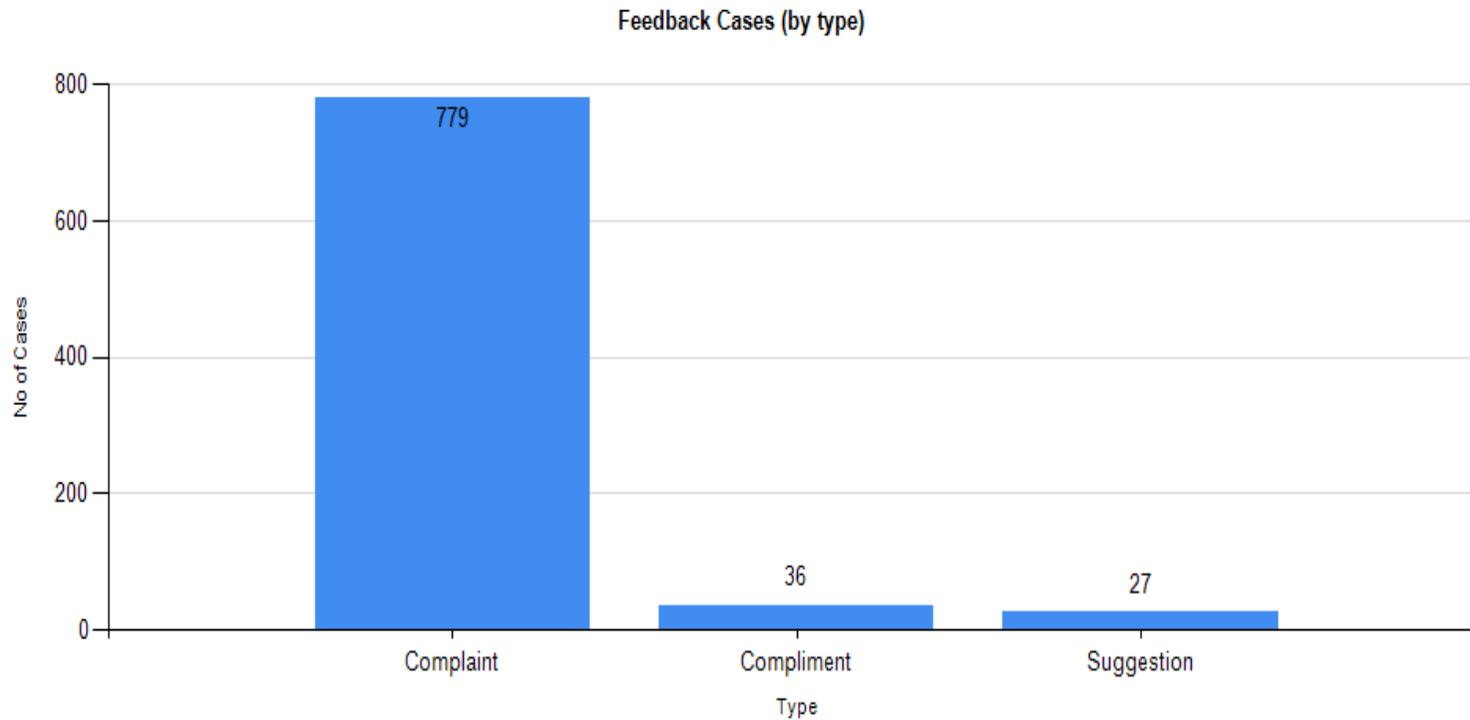
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 2 2017/18 (July – September 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](#)

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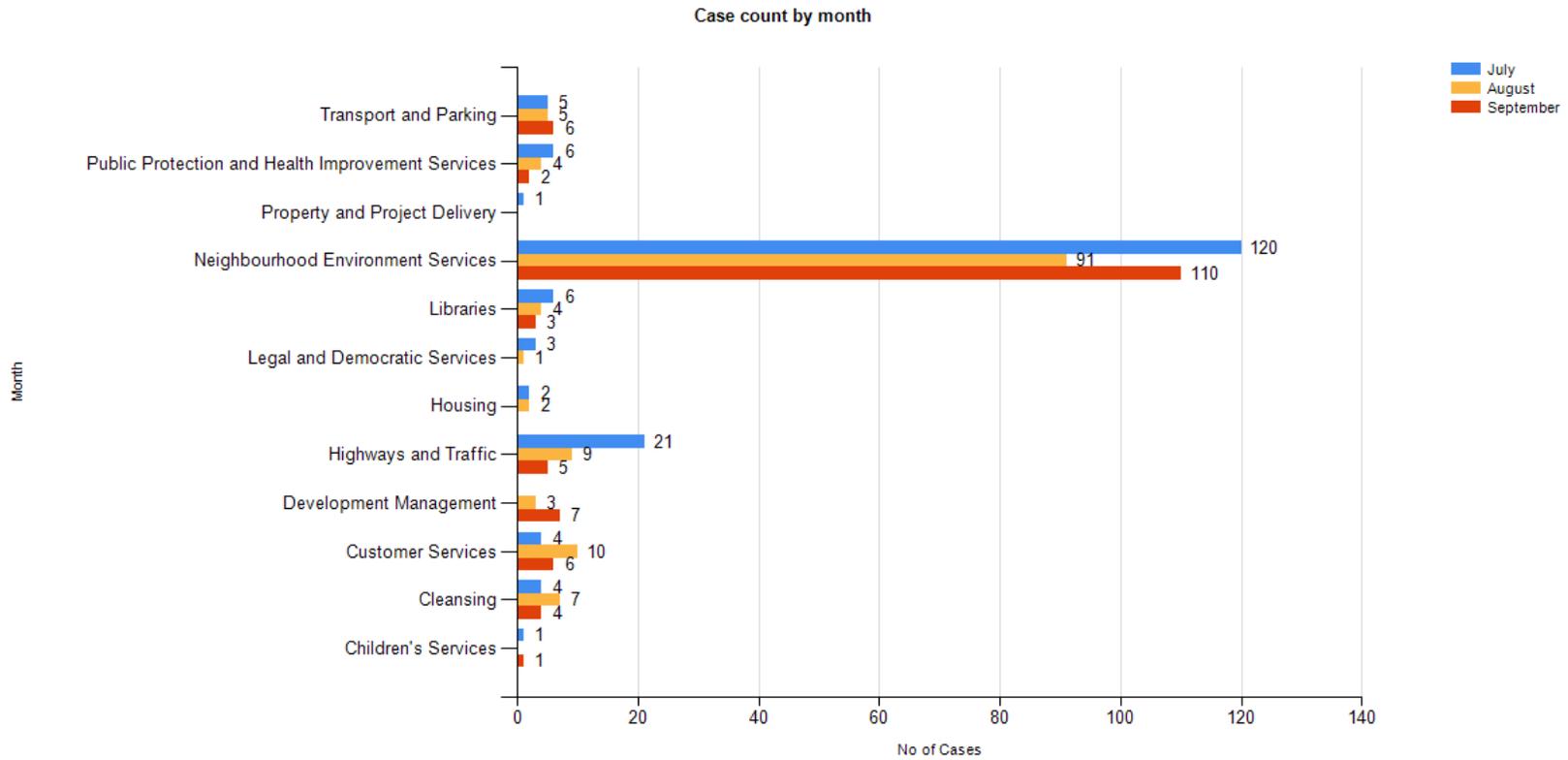
This table shows ALL feedback received – it illustrates all feedback received for all services. It is important to bear in mind that during the same period the Council Connect contact centre alone handled **33,628** telephone, email and social media contacts

Complaints represents **2.32%** 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.

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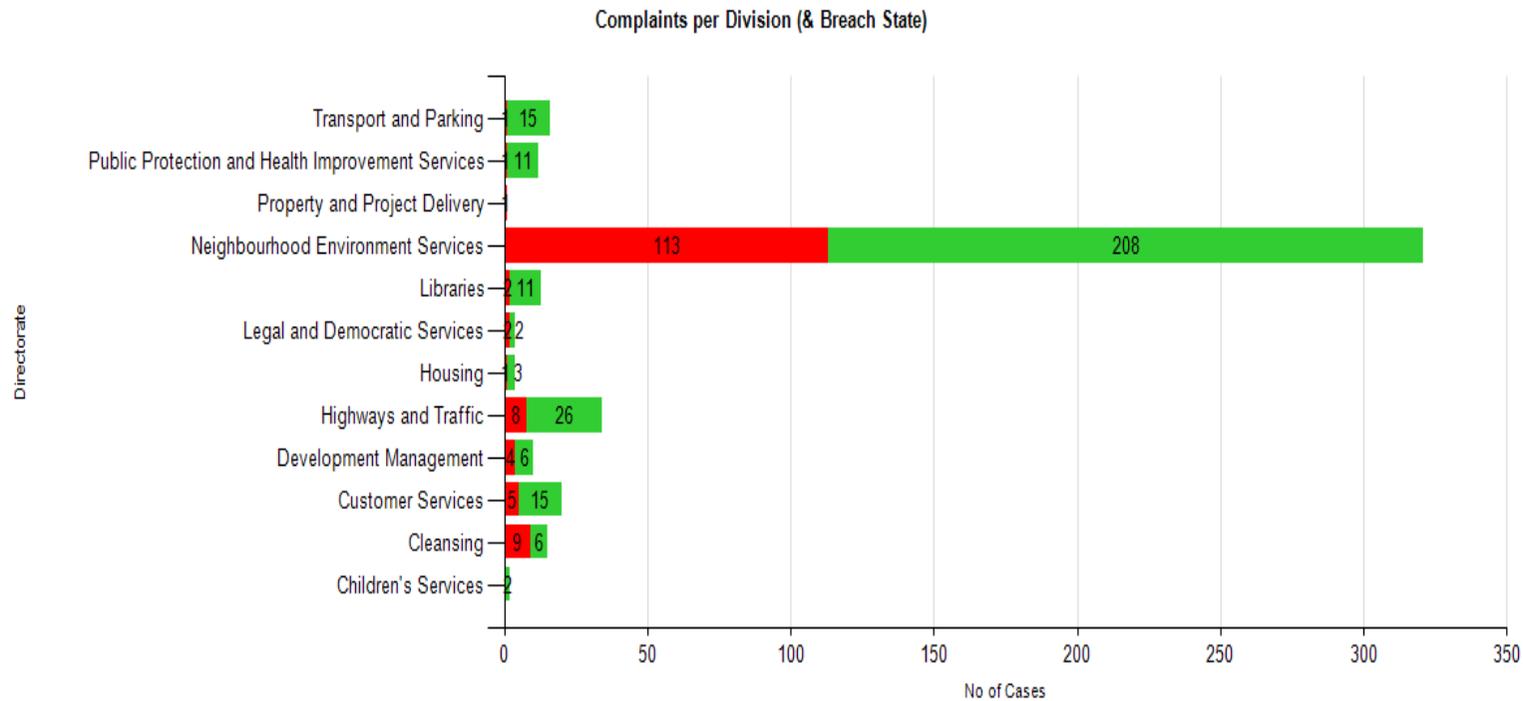
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This graph shows the number of complaints received over each month



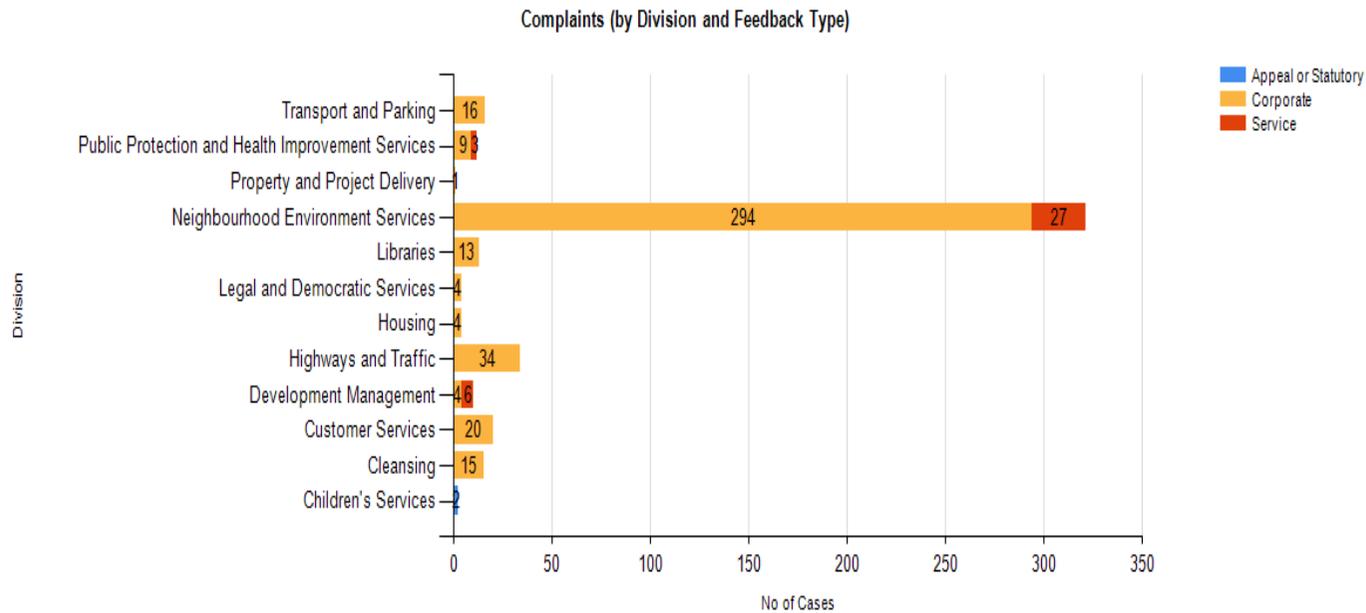
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This graph shows closed complaints (cases that have been picked up by service Customer Feedback Officers (CFOs) and either closed as outside the complaints procedure, or dealt with at Stage 1 of the process and a response issued to the complainant.)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

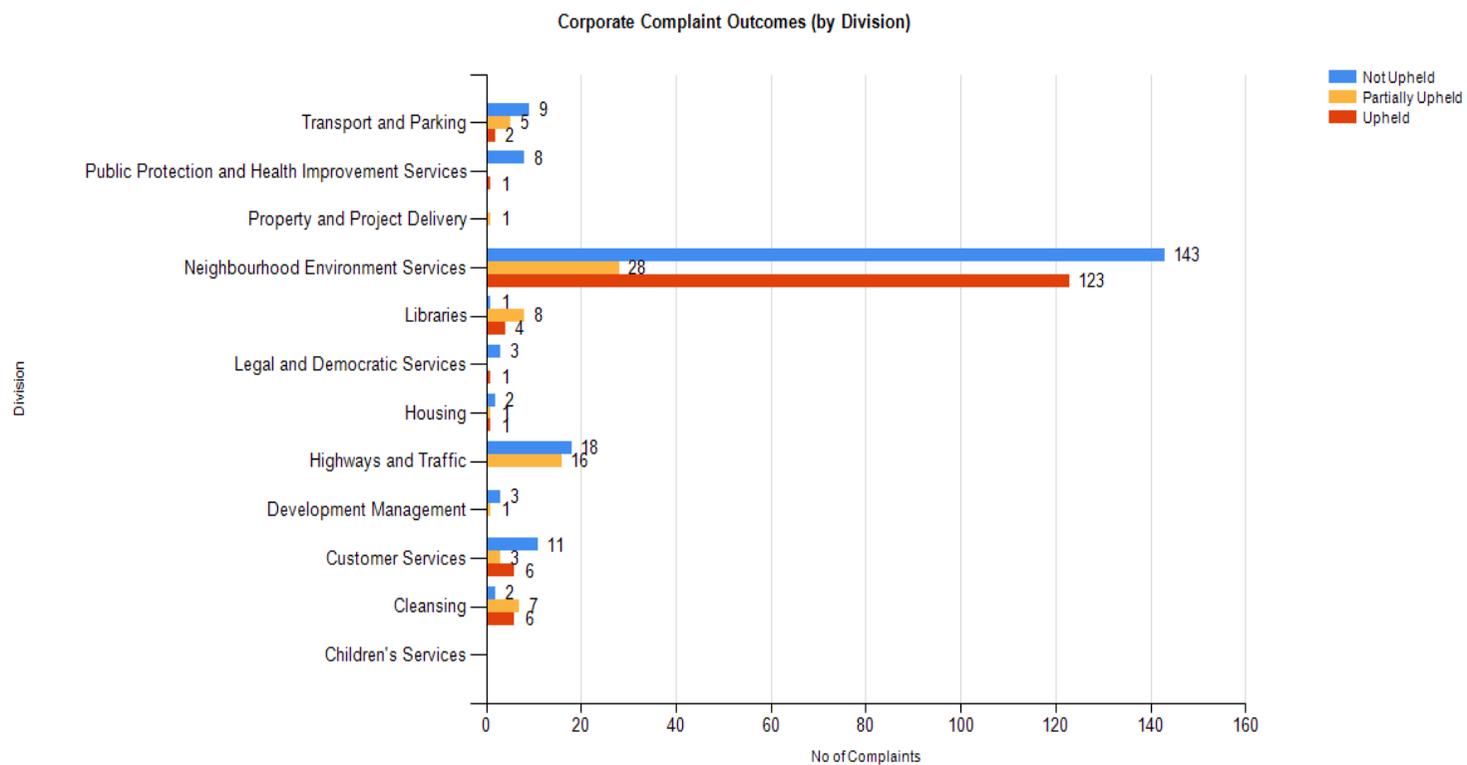
‘Appeal or Statutory’ is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s complaints process.

‘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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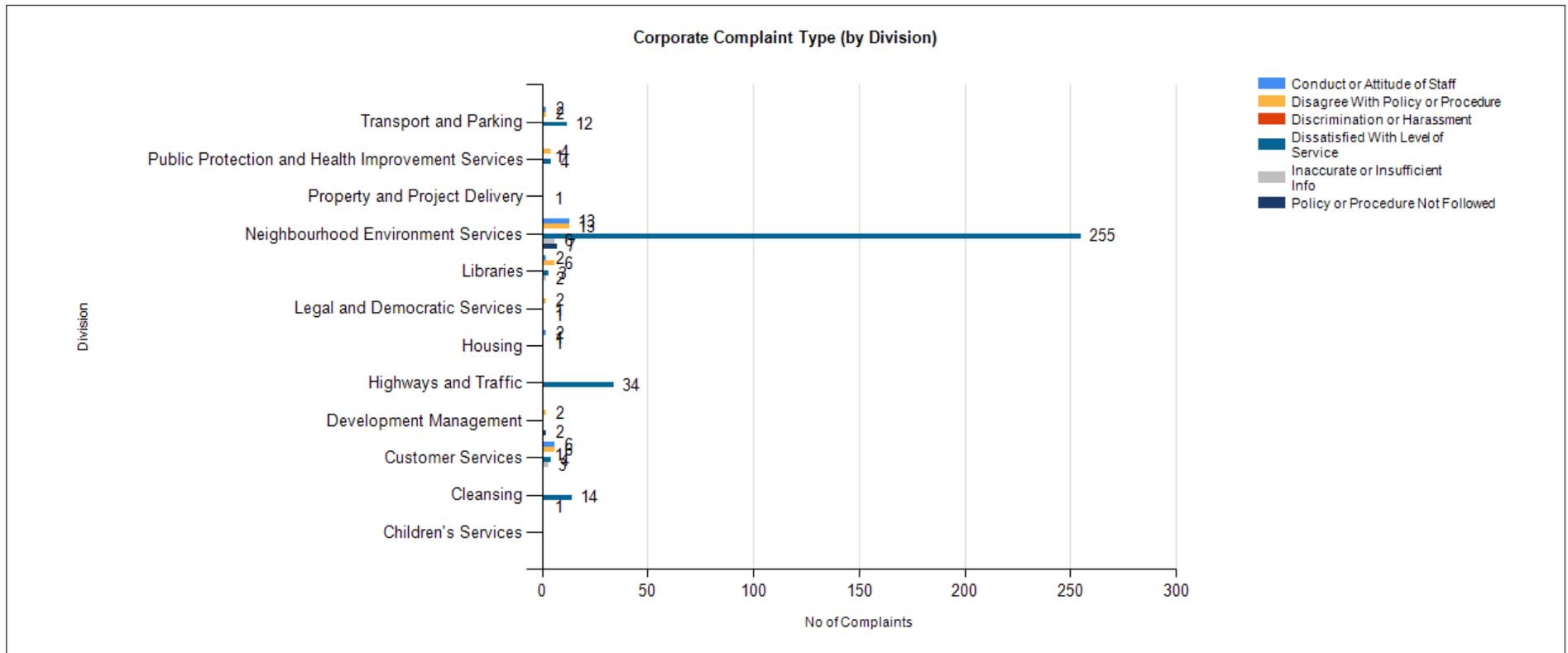


This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.



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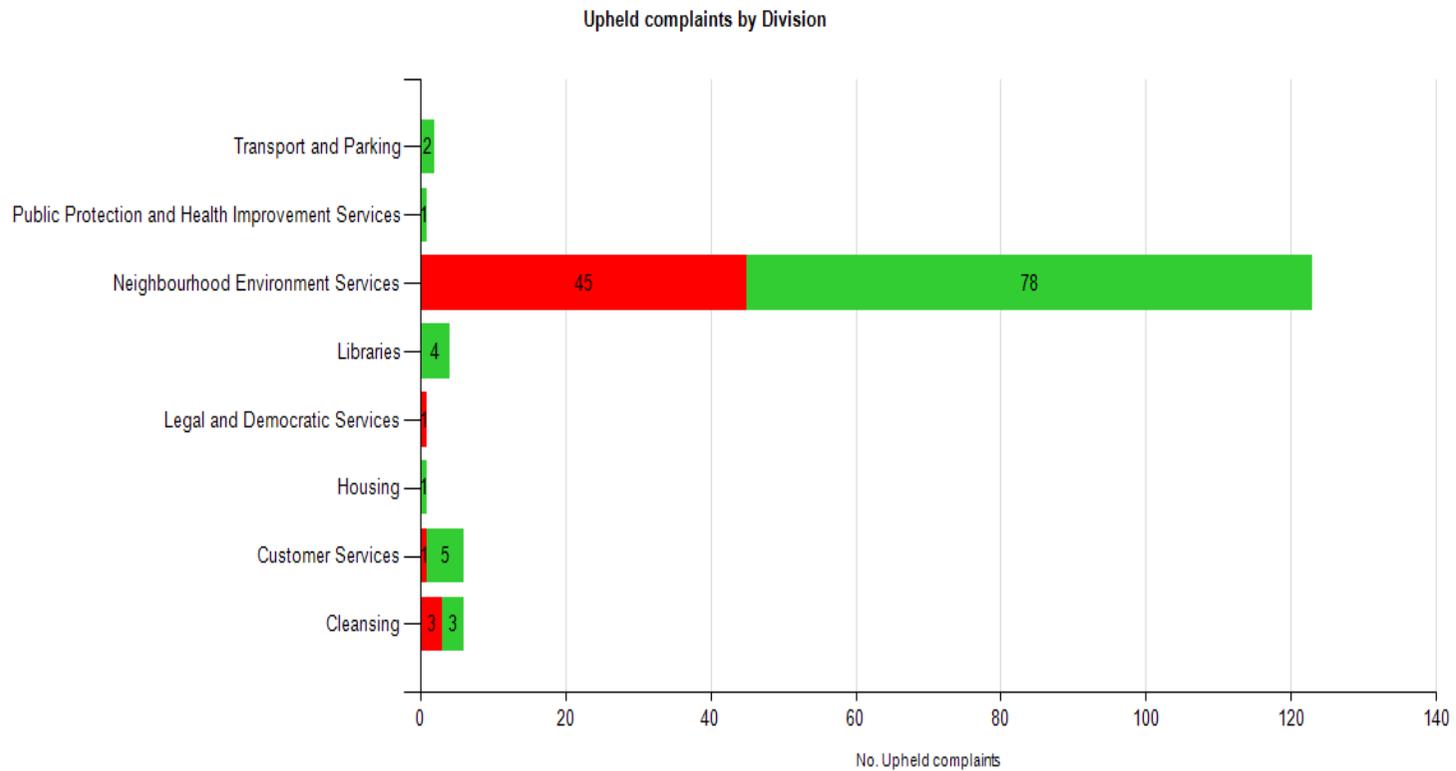


This graph shows what the complaint type was (whatever the outcome of the complaint).



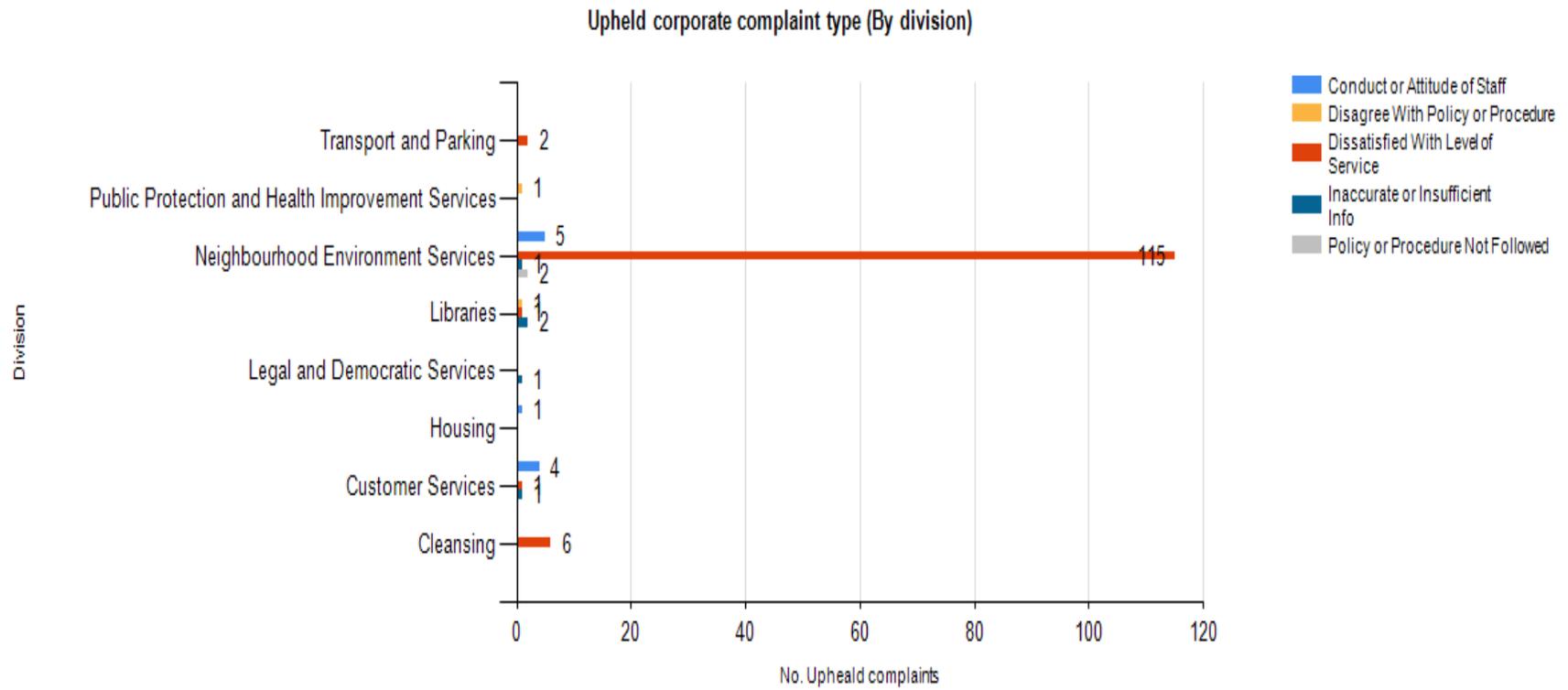
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The following two graphs relate to Upheld complaints only



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.

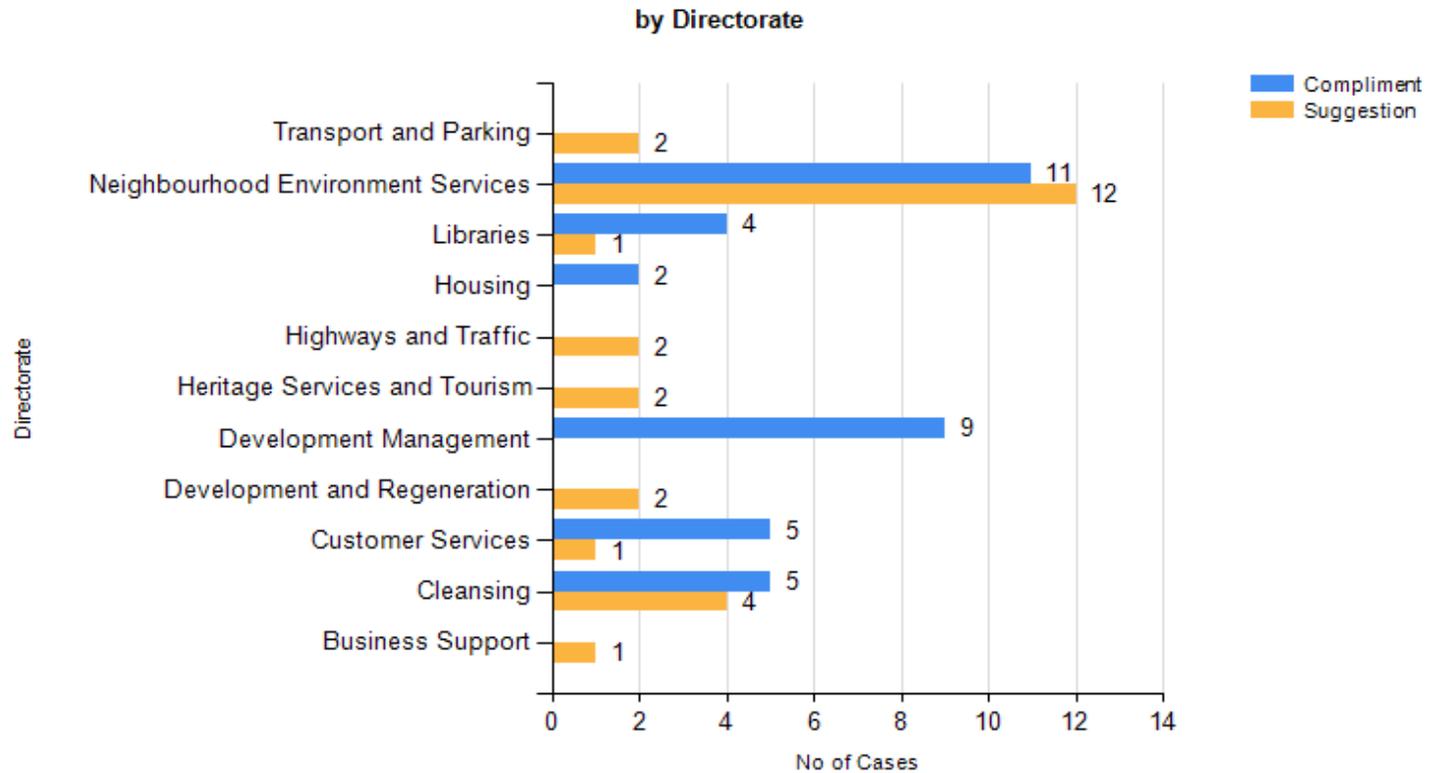
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This graph shows the types of complaint which were upheld during the last quarter.

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



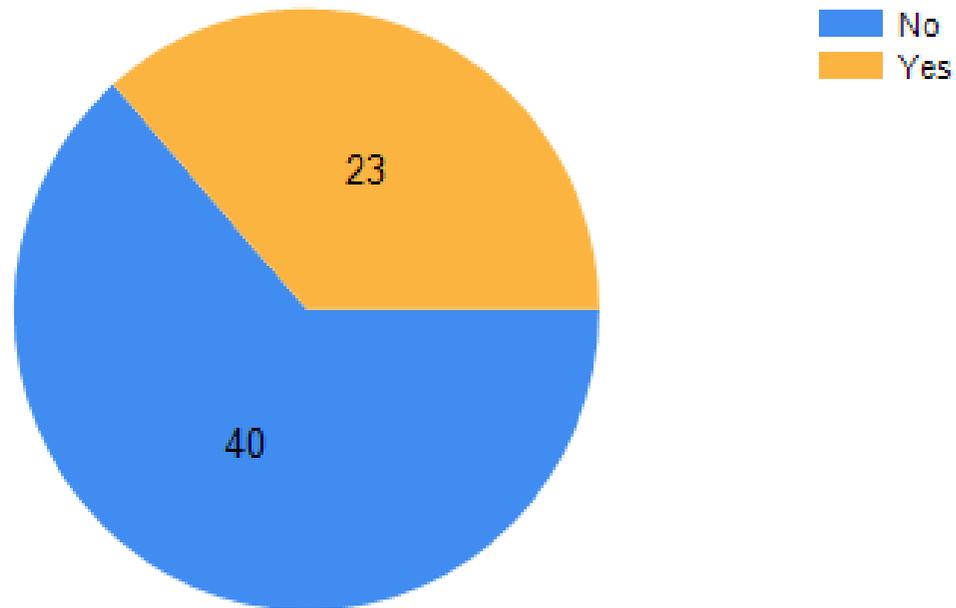
This graph shows all compliments and suggestions recorded on CRM during this quarter....

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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 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)	1	1	0	0
Waste Services	1	1	0	0
Customer Services	1	1	0	0
Public Protection	1	1	0	0
Grand Total	4	4	0	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			
People & Communities Directorate			
Children & Young People	<p>2 Complaints received during the last quarter. The complaints have been particular to the individuals involved and the responses to the complaints have reflected this.</p> <p>Both complaints were dealt with under statutory rather than corporate complaint procedures.</p>		
Adult Social Care	No feedback received during this quarter via the corporate process.		
Place Directorate			

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Service	Trends / recurring themes	You said...	We did...
Development & Regeneration	No feedback was received during this quarter via the corporate process.		
Housing Services			
Heritage Services & Tourism	No complaints were received during this quarter.	Two suggestions were received by Heritage Services.	Neither related to Heritage Services and both were reassigned to the relevant service areas of the Council.
Highways & Traffic	The main problems reported by customers this quarter related to resurfacing works being carried out on Pennyquick Hill and Hursley Hill. Customers claimed that very little or no traffic management was present during the works and materials had damaged their cars.		<p>We advised customers that the resurfacing works on Pennyquick Hill were essential works carried out for one day and had been indicated to highway users prior to commencement by the use of information boards along the route on Pennyquick Hill.</p> <p>We also assured customers that the site was in fact controlled with stop and go traffic management which is standard procedure for resurfacing work.</p> <p>One of our Highway Maintenance Engineers advised customers on the removal of any bitumen or chippings which may have stuck to their cars and those claiming more damage to their cars were referred to our sub-contractor for further advice.</p>

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Service	Trends / recurring themes	<i>You said...</i>	We did...
	<p>Another theme this quarter is the number of late responses given back to customers and a few customers complaining about the lack of correspondence to their queries before they have reached the corporate complaint process.</p>		<p>We apologised and assured customers that any correspondence that appeared to have been ignored either wasn't received originally by us or that actions had been taken to try and resolve queries with no success. One customer complained that they had not received continued correspondence from an issue raised about relocation of a national speed limit sign from an officer.</p> <p>In the case of the national speed limit sign relocation, an officer had attempted to speak to the customer on the phone on several occasions.</p> <p>In terms of late responses given by officers to the customers, many of these complaints had been dealt with through Confirm enquiries before coming through as official complaints so customer's complaints had been resolved but not on time through the corporate complaint system. One complaint was responded to late due to an outstanding insurance claim and we were advised not to respond until this had been resolved.</p> <p>In other cases, officers have been reminded and have acknowledged the need to respond to customer's</p>

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Service	Trends / recurring themes	You said...	We did...
			complaints in a timely manner in the future.
Neighbourhood Environment (Waste Services)	A theme this quarter has been missed collections, particularly garden waste.		We apologised, and either returned or offered additional capacity to those reported within policy.
Neighbourhood Environment (Recycling)	A theme this quarter has been delays in delivery of recycling containers.		We have allocated more delivery staff and made containers available for collection at the Recycling centre.
Neighbourhood Environment (Cleansing)	No particular trend has been identified from feedback this quarter.		
Parks & Green Spaces	<p>Regarding the Play Team, the trend has been feedback (both positive and negative) regarding changes (moving the carousel) in Royal Victoria Park</p> <p>The Operations Team had complaints about the new large black plant holders in town</p> <p>Have now received compliments and intend to carry on with the new holders</p>	<p>Don't like the grass being cut, every two weeks at Ainslie's Belvedere</p>	<p>When we will be renovating some of the play areas this autumn we aim to involve local communities and residents prior to works being carried out. We aim to listen and resolve complaints and address concerns.</p> <p>Youtube clip explaining why the black holders were environmentally friendly and retained water much better than hanging baskets</p> <p>We are going to cut it twice a year, from now on, to allow wild flowers to</p>

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Service	Trends / recurring themes	<i>You said...</i>	We did...
	<p>Recurring feedback about having to pay for the toilets in the parks</p>	<p>Allotment community have asked for more composting bays</p> <p>Allotment plot holders felt that the new rules were too harsh with regard to the size of sheds erected prior to the rules</p> <p>Regarding the Botanical Gardens, complaints were received about:</p> <p>the hedges encroaching on the paths.</p> <p>water levels in the pond.</p> <p>wheelchair access to the Great Dell and need for a ramp.</p> <p>loss of fish and cascade in the Botanic Gardens</p>	<p>grow</p> <p>We are going to write an explanation of why they are paying on the BANES website.</p> <p>We are in the process of providing them</p> <p>We are only enforcing the rules about shed size on new sheds</p> <p>We cut back the hedges</p> <p>We filled up the pond</p> <p>We confirmed that we planned to put a ramp in, when money became available.</p> <p>We explained that the cascade in the Botanic Gardens top ponds will be restored by spring next year. However we would not be restocking the fish due to biodiversity, water quality and quarantine issues (all the</p>

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Service	Trends / recurring themes	You said...	We did...
			fish previously to be found were strays, placed there by the public).
Public Protection & Health Improvement Services	There is no recurring theme from customer feedback during the last quarter. 12 items of feedback were received, for various service teams. 2 complaints were upheld.		<p>The 2 which were upheld both relate to an extremely complex multi-disciplinary issue led by Community Safety which is requiring significant levels of officer intervention from a wide range of services and a single point of contact for the authority has been identified (in another service area).</p> <p>A single point of contact has been identified to assist with cross service communication</p>
Transport & Parking	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>Customers said that they were unaware that the lift in Avon St car park was not working.</p> <p>You told us that 'Broad Street Car Park' is listed as a location on our Residents Parking Zone Leaflet and that this was incorrect.</p> <p>We continue to receive positive feedback about the level of customer service we provide:</p> <p>"Thanks very much for your quick reply,</p>	<p>We have installed signage on all levels that there is no customer lift in this facility – we also informed the customer this would not change as the site is due for redevelopment</p> <p>The leaflet has been updated to correct this.</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</p>

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Service	Trends / recurring themes	<i>You said...</i>	We did...
	<p>In Passenger Transport we receive very low levels of feedback.</p>	<p>and your parking tips, much appreciated. The parking space indicators are a great idea and I hope you have success in maintaining the service.</p> <p>Service comment – The level of feedback about Passenger Services is very low.</p>	<p>us. We continue to support and develop our teams to uphold the highest of standards as Ambassadors of the Council</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>Public Transport</p>	<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 that the 20a & 20c bus routes were too busy for children to get to and from Ralph Allen school</p> <p>You told us that it was inconvenient that you could not use Park & Ride services without cash.</p>	<p>A designated bus service for school children has been introduced</p> <p>We are planning to introduce Contactless payment for Park & Ride services in the next few months</p>
<p>Development Management (Planning)</p>	<p>The main reason for complaint continues to be disagreement with planning application decisions and officer handling of planning applications. There were 4 complaints this quarter and of those only 1 was partially upheld. There was one stage 2 (complaint escalation) request but this did not warrant further investigation. The Service received 9 compliments during</p>	<p>Delay in advising that their planning application had been registered incorrectly.</p>	<p>It was appreciated that planning can be a complicated process with different types of forms being required for different proposals. The Service apologised for the delay in confirming the position and refunded the application fee. A meeting has been set up with the complainant to help them move forward with a new planning application.</p>

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Service	Trends / recurring themes	You said...	We did...
	the quarter.		

Resources Directorate

Service	Trends / recurring themes	You said...	We did...
Business Support (Finance)	No trend identified from feedback this quarter.	Letter from member of public returning funds incorrectly paid into his account. Complaint from supplier that invoices had been paid late.	Letter of apology sent by Payments Team leader. Advised that measures will be taken to ensure this does not happen again. Invoices had been sent to incorrect address. Invoices paid and supplier reminded of correct address to ensure prompt payment in future.
Customer Services	The main trend during the quarter related to Bus passes – not being able to collect where convenient/not understanding rules. A smaller trend related to Council Connect, regarding waiting times for the phone to be answered.	Issues around the Diamond (bus) pass, either machine not working or misunderstanding of the rules.	Web site is updated when machine not available. Staff are being reminded of the rules. Additional staff will be deployed, in anticipation of increased demand for services, when changes to waste collection are implemented in the next quarter.

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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>No recognisable trend has emerged from customer feedback during the last quarter. Feedback has been varied and unique to individual customers.</p> <p>We are pleased to receive positive feedback from customers and have received compliments for:</p> <p>Helpful customer service</p> <p>Knowledgeable, patient and experienced staff.</p>	<p>You would like free drinking water available on the library floor.</p> <p>Unreliable printing service exacerbated by the lack of I.T. support on weekends. On occasion people unable to print from Friday evening through to Monday morning.</p> <p>Concerns over valuable stock assets being removed from Central library and where they might be located in the future.</p> <p>Unpublicised changes regarding renewal procedure.</p> <p>Use of volunteers to fully run service in place of trained staff. Volunteers answer particular enquiries.</p> <p>SIRSI (computer system) renewal reminder emails don't include borrower</p>	<p>Passed this on as part of the consultation regarding new location of library/OSS.</p> <p>Staff have been instructed how to manually clear the print queue. However this is not a perfect workaround as it clears all pending print jobs so can cause problems when busy.</p> <p>The stock manager has contacted borrowers who had concerns. Relocation of local studies collection to Guildhall is publicised on library floor.</p> <p>Libraries page on bathnes.gov.uk now displays correct renewal policy</p> <p>Management were informed and volunteers given more specific training and staff support.</p> <p>Passed this suggestion on to I.T. department to consider for next</p>

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		membership number on them.	SIRSI update.
Project Delivery, Property & Facilities			
Service	Trends / recurring themes	<i>You said...</i>	We did...
Strategy & Performance	No feedback was received during this quarter via the corporate process.		