

# Quarterly Customer Feedback Summary

## 1<sup>st</sup> October 2016 – 31<sup>st</sup> December 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.

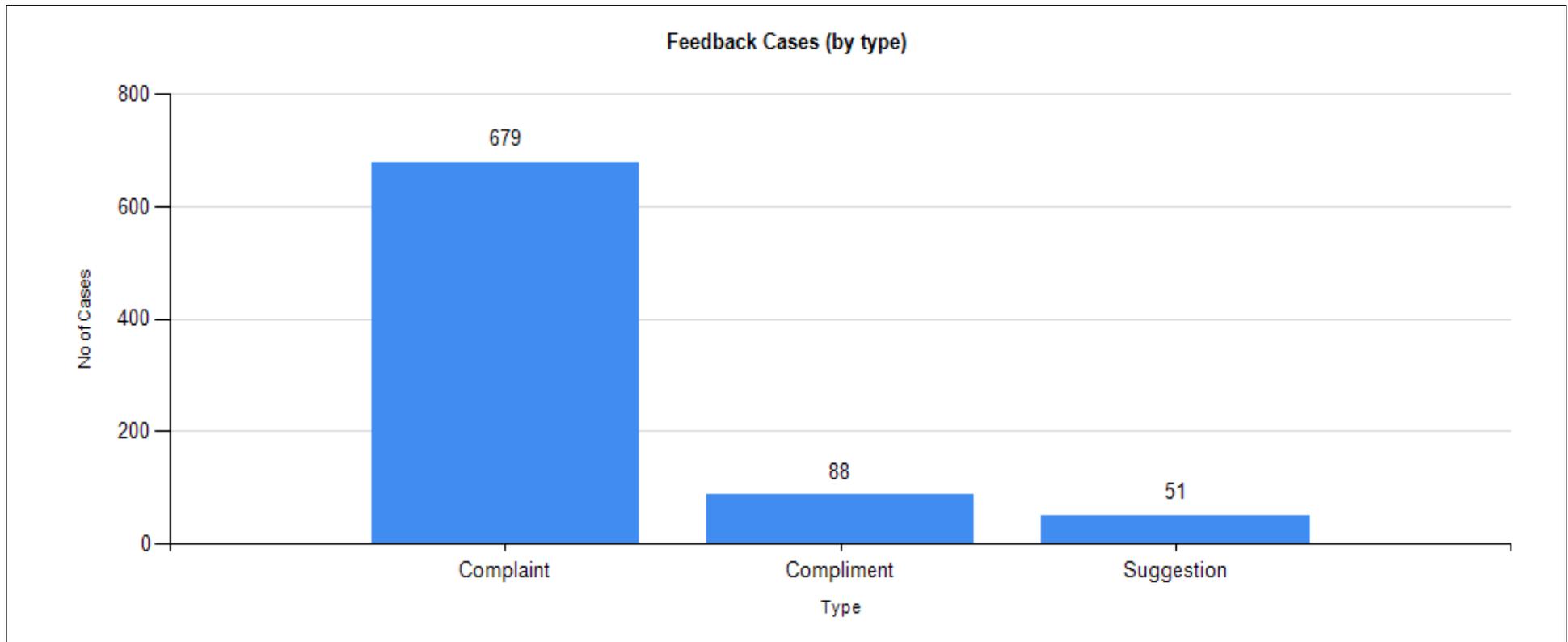
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 3 2016/17 (October – December 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](#)

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

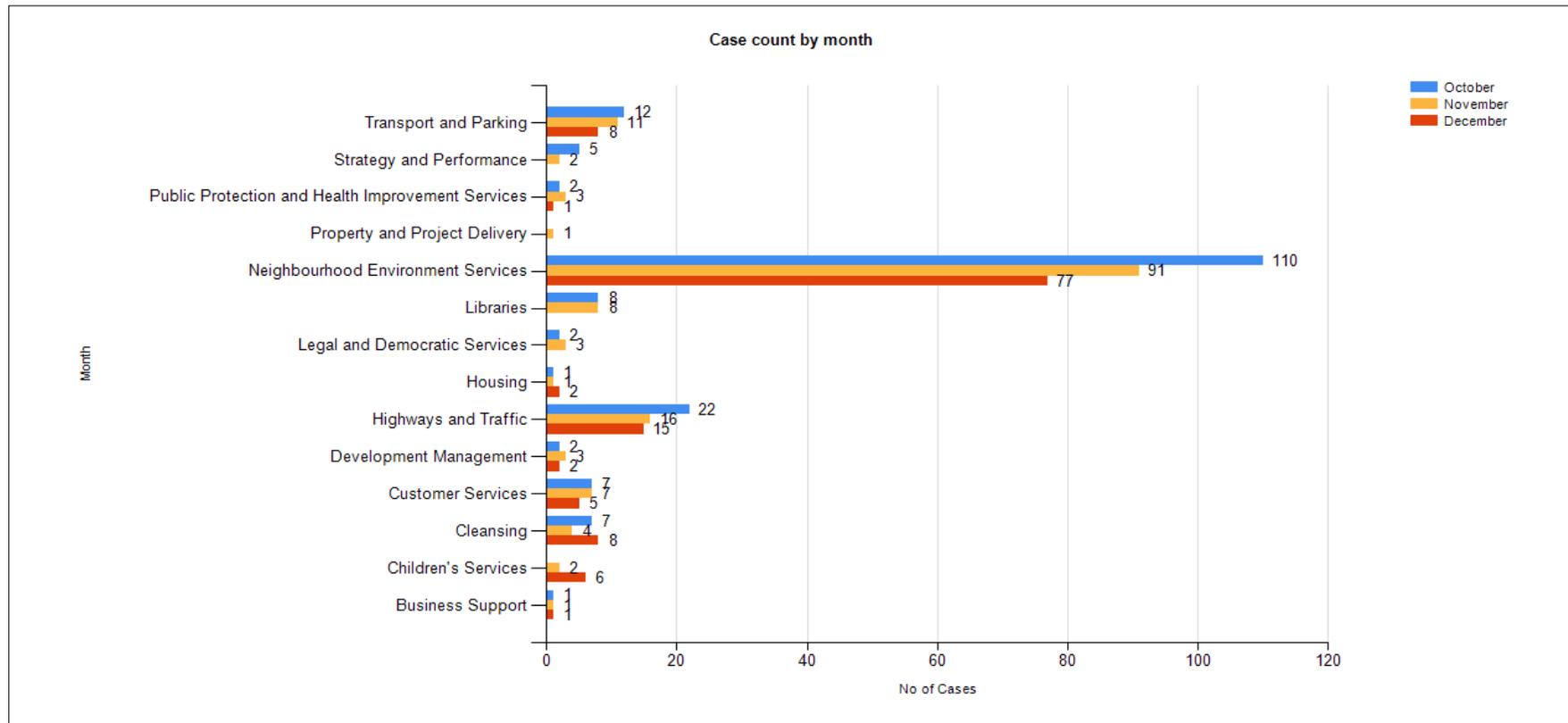


**This table shows ALL feedback received** – it illustrates all feedback received for all services. It is important to bear in mind that during the same period the Council Connect contact centre handled **31,690** telephone, email and social media contacts

Complaints represents **2.14%** 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.

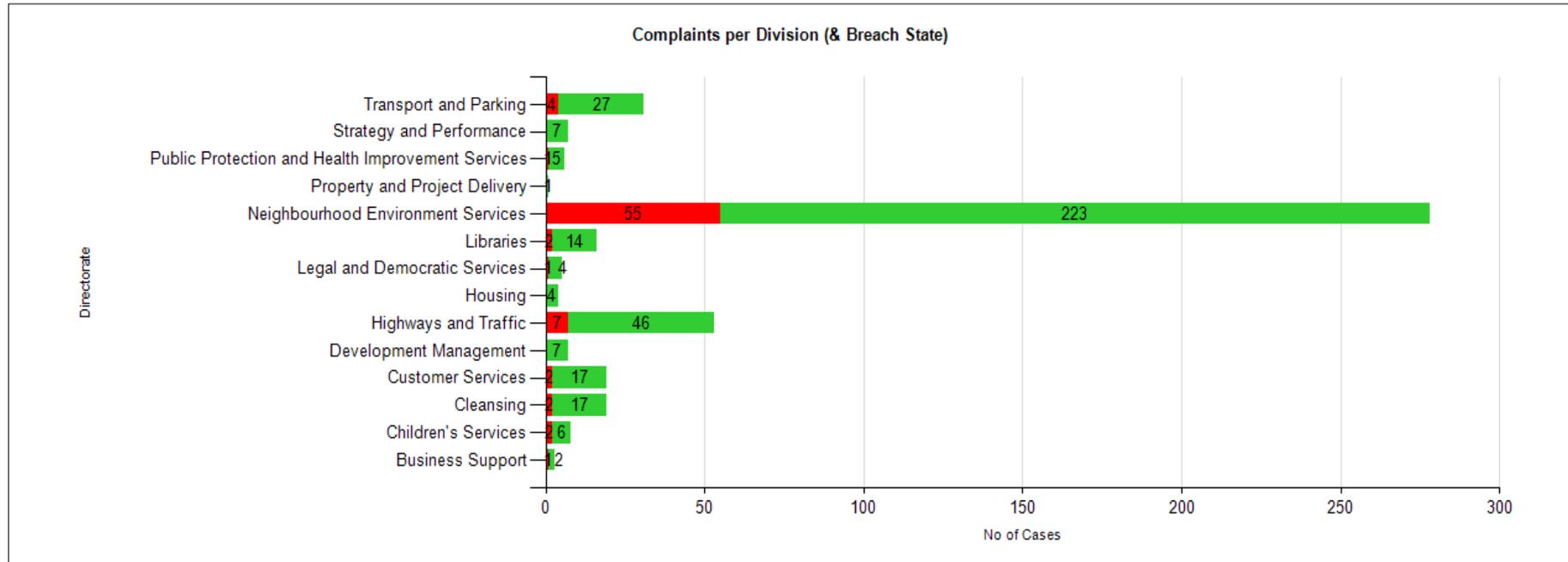
**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**



**This graph shows the number of complaints received over each month**



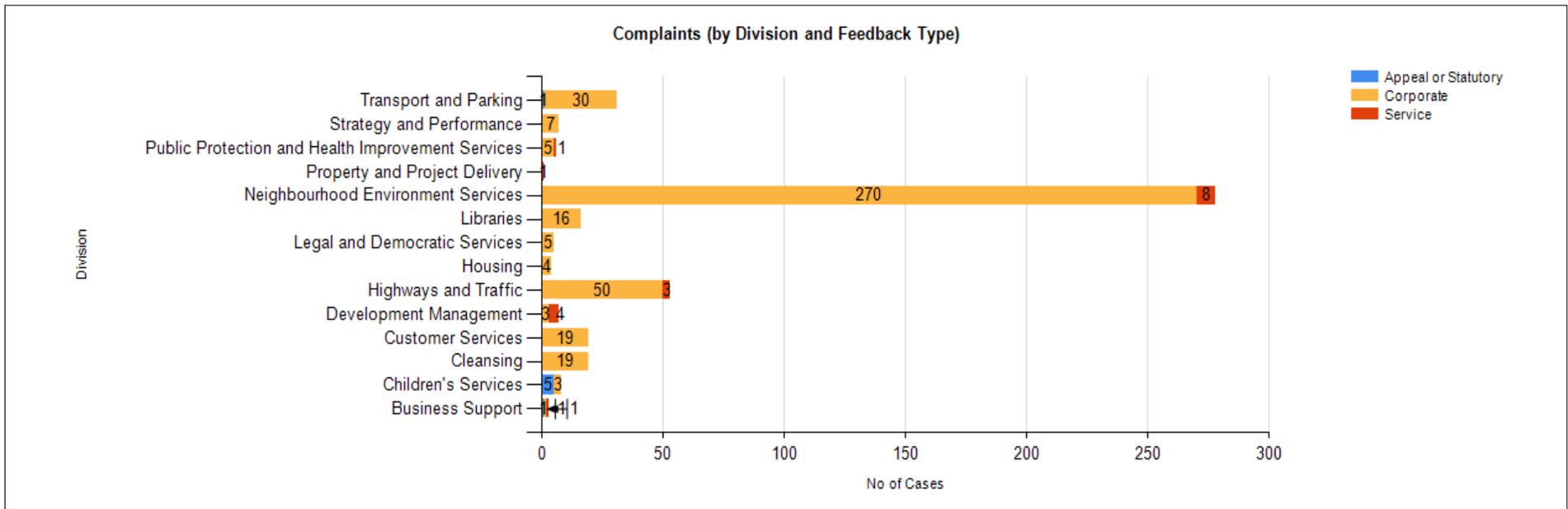
## Quarterly Customer Feedback Summary 1<sup>st</sup> October – 31<sup>st</sup> December 2016



**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**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**



**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'**

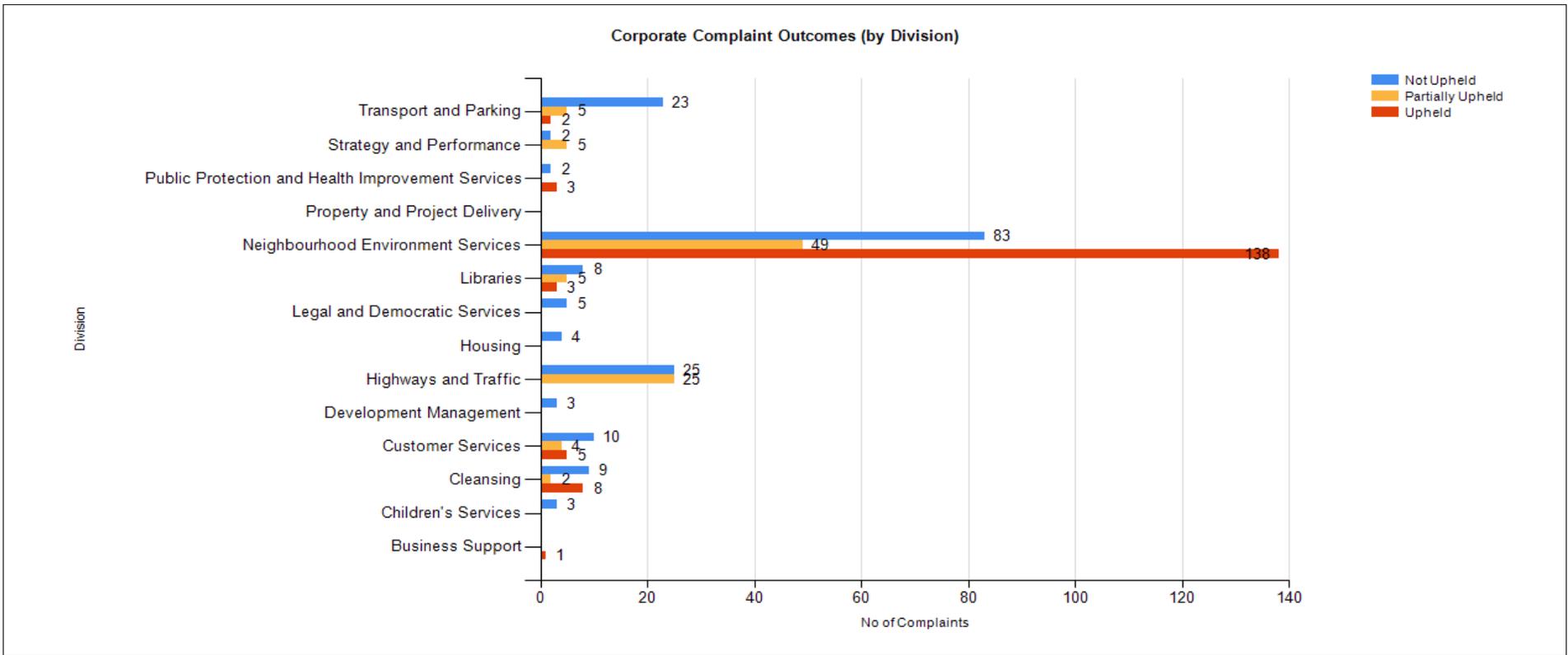
**'Appeal or Statutory'** is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council's corporate process.

**'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.



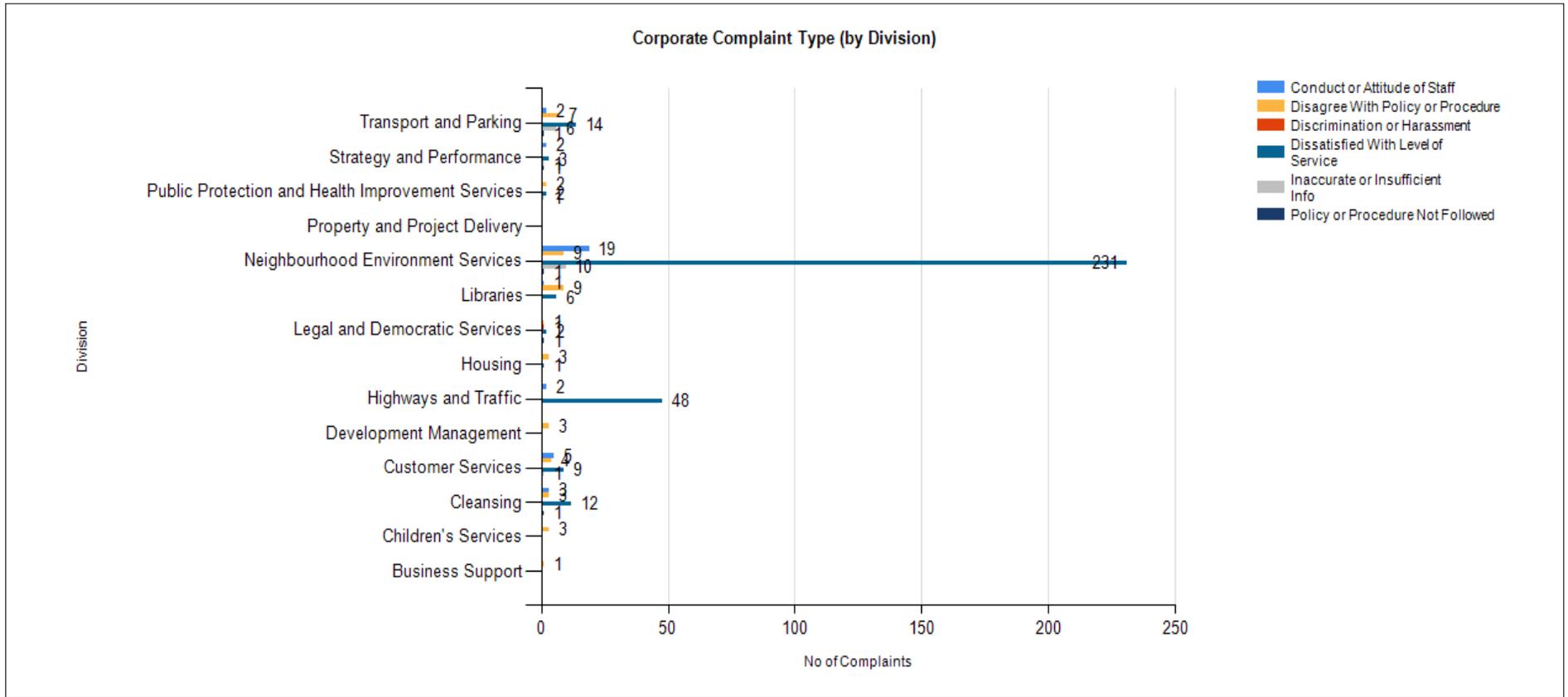
**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**



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



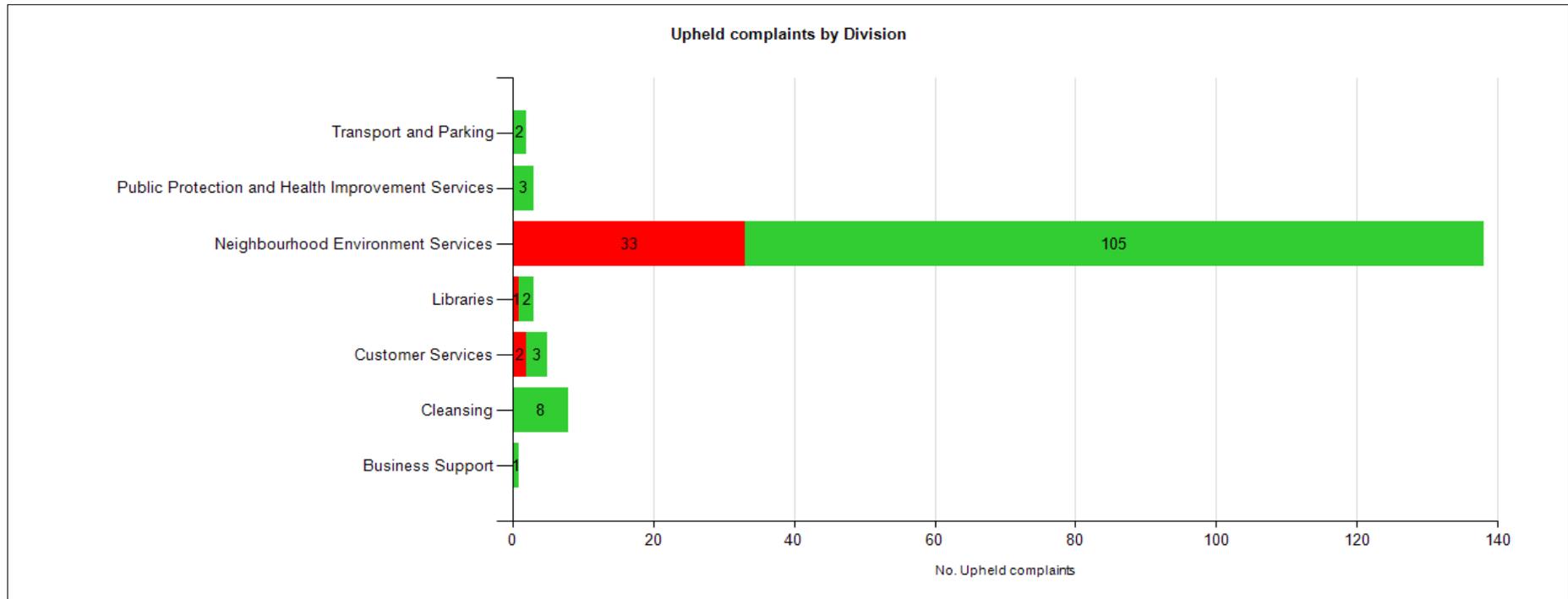
**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**



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

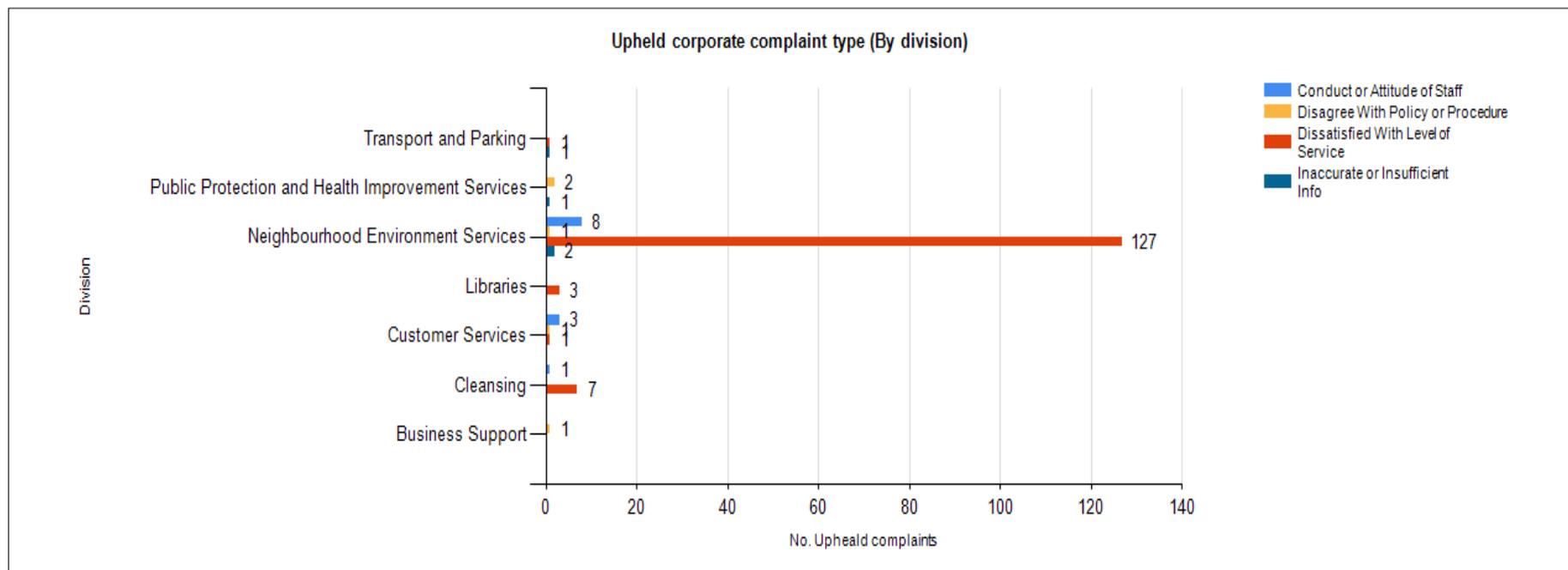
**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

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.

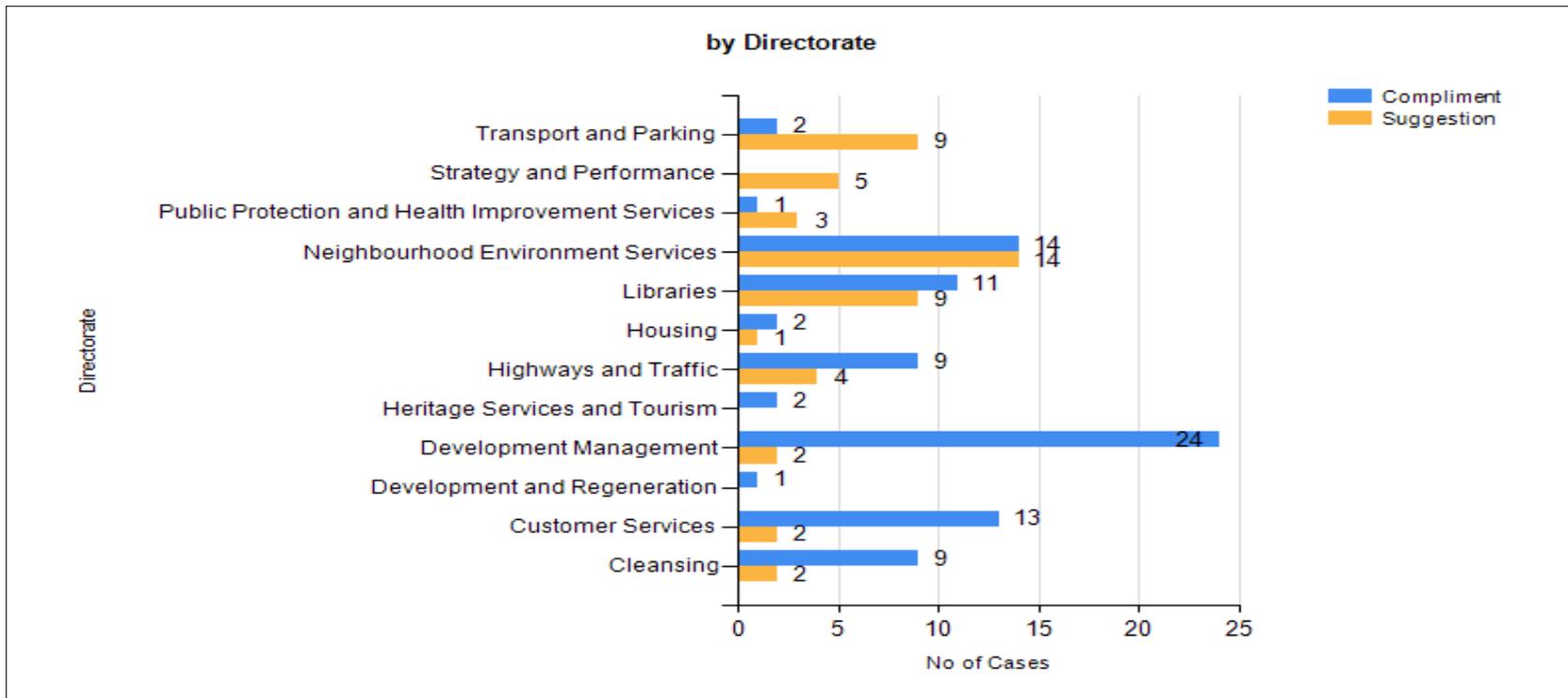
**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**



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

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

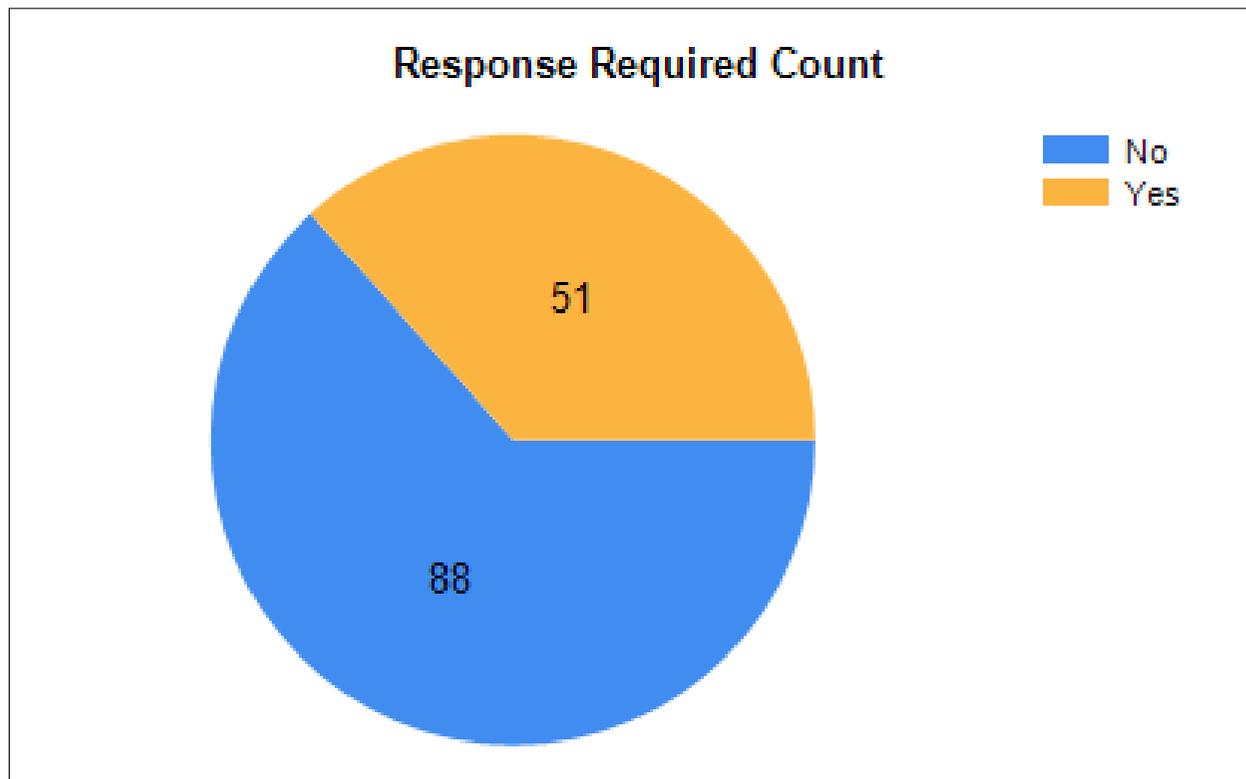
The following graphs concentrate on feedback cases which were compliments or suggestions.



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



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



**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

**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)	2	2	0	0
Highways	4	3	1	0
Policy and Partnerships	2	2	0	0
Adult Care	1	0	1	0
Parking Services	1	0	1	0
Children's Services	2	1	1	0
Public Transport	1	1	0	0
Business Support	1	0	1	0
<b>Grand Total</b>	<b>14</b>	<b>9</b>	<b>5</b>	<b>0</b>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

**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...

<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
<b>Legal &amp; Democratic Services</b>	There is no identifiable trend from customer feedback during this quarter.		
<b>People &amp; Communities Directorate</b>			
<b>Children &amp; Young People</b>	There is no identifiable trend from the customer feedback cases during this quarter.  The nature of these complaints have been particular to the individual involved and the responses to the customers have reflected this		
<b>Adult Social Care</b>	No feedback received during this quarter via the corporate process.		
<b>Place Directorate</b>			
<b>Development &amp; Regeneration</b>	No feedback received during this quarter via the corporate process.		

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
<b>Housing Services</b>	There is no identifiable trend from customer feedback during this quarter.	Staff failed to consider the feelings of a vulnerable customer.	Front line staff booked to attend Customer First training.
<b>Heritage Services &amp; Tourism</b>	No feedback received during this quarter via the corporate process.	A suggestion was received for using the Discovery Card for cheaper residents' parking	The suggestion was passed to the Transport & Parking service for consideration.
<b>Highways &amp; Traffic</b>	<p>The main cause for concern this quarter was the rolling out of the new streetlight installation throughout B&amp;NES.</p> <p>Compliments re the streetlights saying they were less intrusive and great for the environment.</p> <p>Traffic Diversions due to roadworks.</p>	<p>Most customers are happy with the new lighting as reflected in the majority of compliments received. Others have raised concerns that the new LED lighting is too dull or that the posts are closer to their properties than previous lights. Some issues raised with the new lights staying on during the day.</p>	<p>We advised customers the Council is currently changing over 8,500 street lights on residential roads to LED technology, due to be completed by the end of summer 2017. This substantial programme will significantly reduce the running costs and carbon emissions of the street lighting infrastructure, while resulting in a more reliable and controllable system of lighting.</p> <p>Any of the new lights that were dayburning, engineers were sent straight out to repair the issue.</p> <p>It wasn't possible to carry out work in December so efforts were made to get schemes and resurfacing works finished before the start of the month. This unfortunately caused delays in some areas due to diversions and increased traffic flow in these areas.</p>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
			We explained to the customer that the works would be finished as soon as possible and that all diversions were being monitored and manually controlled traffic signals in place to keep traffic moving.
<b>Neighbourhood Environment (Waste Services)</b>			
<b>Neighbourhood Environment (Recycling)</b>	There has been a slight increase in waiting time over the Christmas period for the delivery of the containers.		We are working with our Contractor, Kier, to clear the back log of recycling container requests as quickly as possible.
<b>Neighbourhood Environment (Cleansing)</b>			
<b>Parks &amp; Green Spaces</b>	The main theme during this quarter relates to seasonal matters: fallen trees and overhanging vegetation.	Dissatisfied with Tree-felling work and resurfacing at Hedgemoor Park in Bath.	<p>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>In this instance we have been communicating, consulting and liaising with the local community to help them understand why this work needs to be carried out.</p>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

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		<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 &amp; gardens play areas, horticulture and tree clearance works.</p>	<p>We pass on the compliments to Staff using our 'Good News Board'. We have started to distribute positive news stories.</p>
<p><b>Public Protection &amp; Health Improvement Services</b></p>	<p>6 complaints were raised through the Customer Feedback process in the last quarter. The complaints were specific to the circumstances of each complainant, so no theme or trend could be identified.</p>	<ul style="list-style-type: none"> <li>• Licensing – issue with service response.</li> <li>• Incorrect charge – pest control</li>   <li>• Noise conditions on a planning consent - the Environmental Health team made recommendations regarding hours of work on a construction site which were not included in the planning permission.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff training/update to address the issue raised.</li> <li>• No action required – work was requested by a commercial agent so the officer misunderstood and charged the commercial rate by mistake.</li> <li>• Better communication between EH and Planners.</li> </ul>
<p><b>Transport &amp; Parking</b></p>	<p>In Passenger Transport we receive very low levels of feedback.</p>	<p>Service comment – The level of feedback about Passenger Services is very low.</p>	<p>Passenger Transport received 1 formal complaint this period which was not upheld. Most feedback for the service is positive and viewed as a useful service to help people access services and facilities.</p>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

Service	Trends / recurring themes	You said...	We did...
	<p>In Parking Services we identified that 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>	<ul style="list-style-type: none"> <li>You said it would be helpful to have more information on our website about the position of bus lanes in Bath &amp; North East Somerset. You said this would be helpful to promote awareness and be of assistance if unfamiliar with the city.</li> <li>You said it would be helpful to have some information on our website for drivers with larger vehicles such as motorhomes or vans. You said this would be helpful for when visiting the city and looking at suitable places to park.</li> </ul>	<p>Our aim is to promote compliance with bus lane restrictions so that drivers avoid Penalty Charge Notices. We make sure we have appropriate signage in place at Bus Lane locations as legally required of us.</p> <p>We have some information about how to avoid Penalty Charge Notices on our website at <a href="http://www.bathnes.gov.uk/services/parking-and-travel/enforcement">http://www.bathnes.gov.uk/services/parking-and-travel/enforcement</a> .</p> <p>In response to your suggestion, we have now added a map of bus lane locations which can be found at <a href="http://www.bathnes.gov.uk/services/parking-and-travel/enforcement/bus-lane-enforcement">http://www.bathnes.gov.uk/services/parking-and-travel/enforcement/bus-lane-enforcement</a></p> <p>We have added a new page to our website to provide information about parking for larger vehicles which can be found at <a href="http://www.bathnes.gov.uk/services/parking-and-travel/car-parking/parking-vans-mobile-homes-and-larger-vehicles">http://www.bathnes.gov.uk/services/parking-and-travel/car-parking/parking-vans-mobile-homes-and-larger-vehicles</a></p>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

Service	Trends / recurring themes	You said...	We did...
		<ul style="list-style-type: none"> <li>Review of overall feedback</li> </ul> <ul style="list-style-type: none"> <li>We continue to receive some positive feedback about the level of customer service provided by our services</li> </ul> <p>“Thankyou! Good quality of assistance!!”</p>	<p>We have taken a look at the common issues coming through from your feedback and suggestions. As a result we have added some Frequently Asked Questions to our website, which can be found at <a href="http://www.bathnes.gov.uk/services/parking-and-travel/your-parking-questions">http://www.bathnes.gov.uk/services/parking-and-travel/your-parking-questions</a></p> <p>We have updated our Parking Services Customer Charter. This provides information about our service standards and levels of customer satisfaction and can be found at <a href="http://www.bathnes.gov.uk/services/parking-and-travel/enforcement-and-policy/parking-services-charter">http://www.bathnes.gov.uk/services/parking-and-travel/enforcement-and-policy/parking-services-charter</a></p> <p>We are pleased to receive positive feedback and always pass this on to our colleagues. Customer Service is a key priority for us and we will continue to support and develop our teams to uphold the highest of standards as Ambassadors of the council.</p>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
<b>Public Transport</b>	In Public Transport we identified that most feedback relates to individual issues or concerns, however we do receive feedback regarding services provided and managed by commercial bus operators.	Complaint about height restrictions in imperial only on website.	Website now updated with measurements in metric & imperial
<b>Development Management (Planning)</b>	<p>Very low number of complaints received this quarter, however of the ones received the main reason for complaint continues to be disagreement with planning application decisions and officer handling of the planning application.</p> <p>During this quarter there were two Stage 2 requests. However, both of these requests found that the Stage 1 response had been fully answered and no review was warranted.</p>	<p>Unhappy about the grounds on which the application was granted. Concerned that in granting the application a precedent has been set to extend properties to the front. Unhappy with the Ward Councillors part in the decision.</p> <p>The Service continues to receive a high number of compliments from customers using its Building Control service and also from applicants who compliment planning officers on the handling of their planning applications.</p>	<p>No evidence was found that due procedure has not been followed or that there is any evidence of any improper actions or assessment. No evidence was also found that the ward member has acted improperly in their approach to the application.</p> <p>Extract from one compliment:  <i>You're exceptionally competent, professional and courteous, and I trust that your future career will reflect these rare qualities.</i></p>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

<b>Resources Directorate</b>			
<b>Service</b>	<b>Trends / recurring themes</b>	<b>You said...</b>	<b>We did...</b>
<b>Business Support (Finance)</b>	There is no identifiable trend from customer feedback during this quarter.	One complaint received for the quarter and this related to another service, which ran a competition aimed at a limited area within B&NES (namely BA1 BA2 BA3). A member of the B&NES community with a different postcode objected that their entry would not be included in the competition.	As a result of this being brought to our attention the competition was opened up to ensure all B&NES residents could participate.
<b>Customer Services</b>	A small number of complaints received related to information given to customers. However each case was specific to that customer's circumstances. In all cases officers were advised of inaccurate information and/or processes were assessed, to see if our service could be improved.	<p>A customer was unable to enter and use a recycling centre. In this instance paying a third party to help with disposal led to the recycling being classed as trade waste and entry was refused.</p> <p>We continue to receive many compliments from happy couples married by our Registrar service.</p>	On examining information in the Waste Services online forms, it appears there could be confusion as to denial of entry to a recycling centre on business waste grounds. This has been discussed with the service to clarify the information for customers and avoid this situation occurring in future.

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

Service	Trends / recurring themes	You said...	We did...
<b>Business Continuity &amp; emergency Planning</b>	No feedback received during this quarter via the corporate process.		
<b>Libraries</b>	<ul style="list-style-type: none"> <li>• Change to opening times and loss of late night library service.</li> <li>• Other complaints varied. All unique. No recognisable trends this quarter.</li> </ul>	<ul style="list-style-type: none"> <li>• Change to opening hours in all Bath branches.</li> <li>• The lack of a late night ( till 7pm) opening, especially in the branch libraries which is not enabling people to access the library after work hours.</li> <li>• Want for more children’s events.</li> <li>• Lego club in all Bath branches</li> </ul>	<ul style="list-style-type: none"> <li>• Change to opening hours is not able to be reviewed/ extended at this moment in time.</li> <li>• Promoting LibrariesWest 24 hour online library service. Have provided new opening hours leaflets which detail the entire BANES library opening hours along with LibrariesWest and Council Connect contact information to make accessing library services easier for customers.</li> <li>• Lego club to happen at all Bath sites in February half term 2017. Harry Potter night event in February 2017. Summer Reading Challenge currently being planned for summer 2017. Continuous planning and development of key children’s events.</li> <li>• Continue to provide this activity</li> </ul>

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

		<ul style="list-style-type: none"> <li>• Dedicated children's librarian and a staff presence in the children's area at Bath Central Library.</li>   <li>• Mobile Library- service and staffing</li>   <li>• IT volunteers</li> </ul>	<p>whilst staffing levels allow- look to recruit volunteers to support this if staffing is not possible. Also explore developing more children's activities.</p> <ul style="list-style-type: none"> <li>• Continue to timetable a member of staff to man the children's library. The position of Children's Librarian was made redundant from the service in October 2016.</li>   <li>• Continue to provide a comprehensive library service and staff. Pass on positive feedback about the service to the library staff.</li>   <li>• A volunteer co-ordinator has been employed to oversee and support volunteers. A Volunteer Meet and Greet has been organised for the IT volunteers to allow them to network, air feedback and communicate with staff to allow for positive continuation of this service.</li> </ul>
<p><b>Project Delivery, Property &amp; Facilities</b></p>			

**Quarterly Customer Feedback Summary**  
**1<sup>st</sup> October – 31<sup>st</sup> December 2016**

<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
<b>Strategy &amp; Performance</b>	Of the 8 complaints received, 7 were relating to the 'Energy at Home' scheme.	Negative feedback was relating to the company that is used to deliver the Energy at Home scheme. Also theme was the fact of customers not getting the service and outcomes that they were told they would be getting.	The company used to deliver the Energy at Home scheme have now been replaced with a different company.