

# Quarterly Customer Feedback Summary

## 1<sup>st</sup> July 2015 – 30<sup>th</sup> September 2015

### 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.

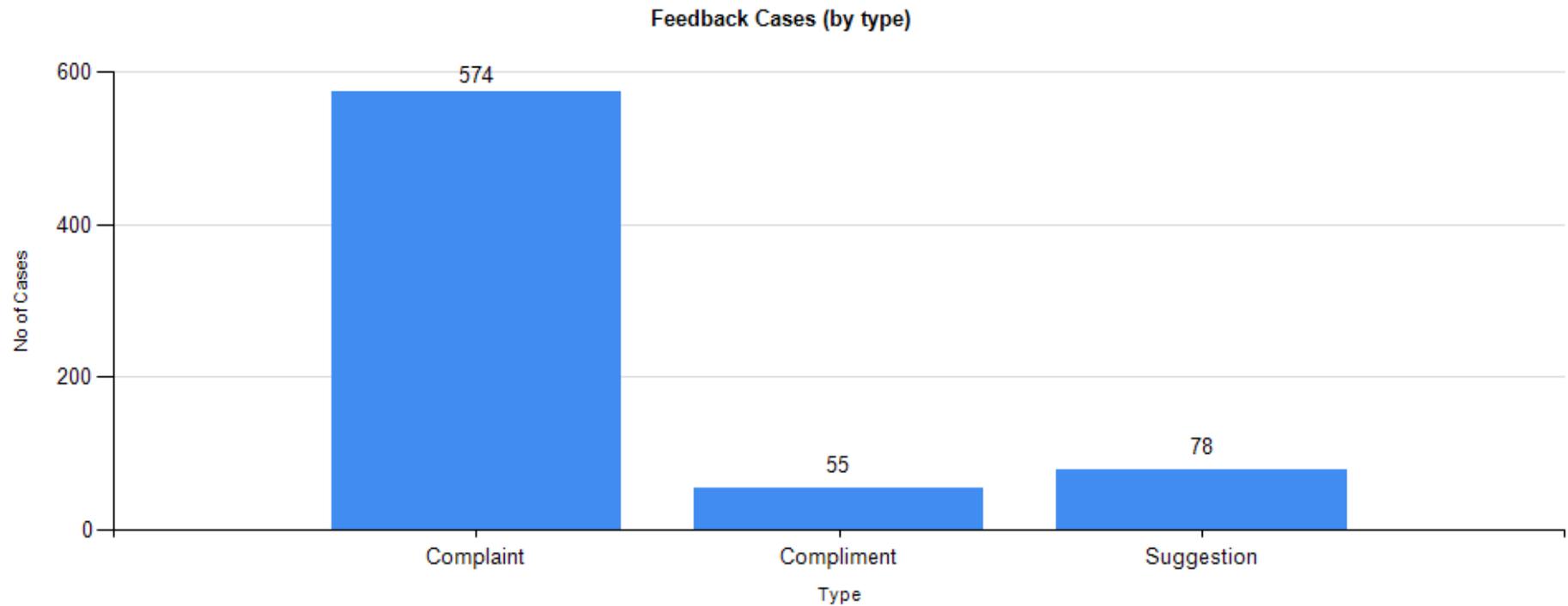
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 2015/16 (July – September 2015)**

### 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.

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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 **40,325** telephone, email and social media contacts

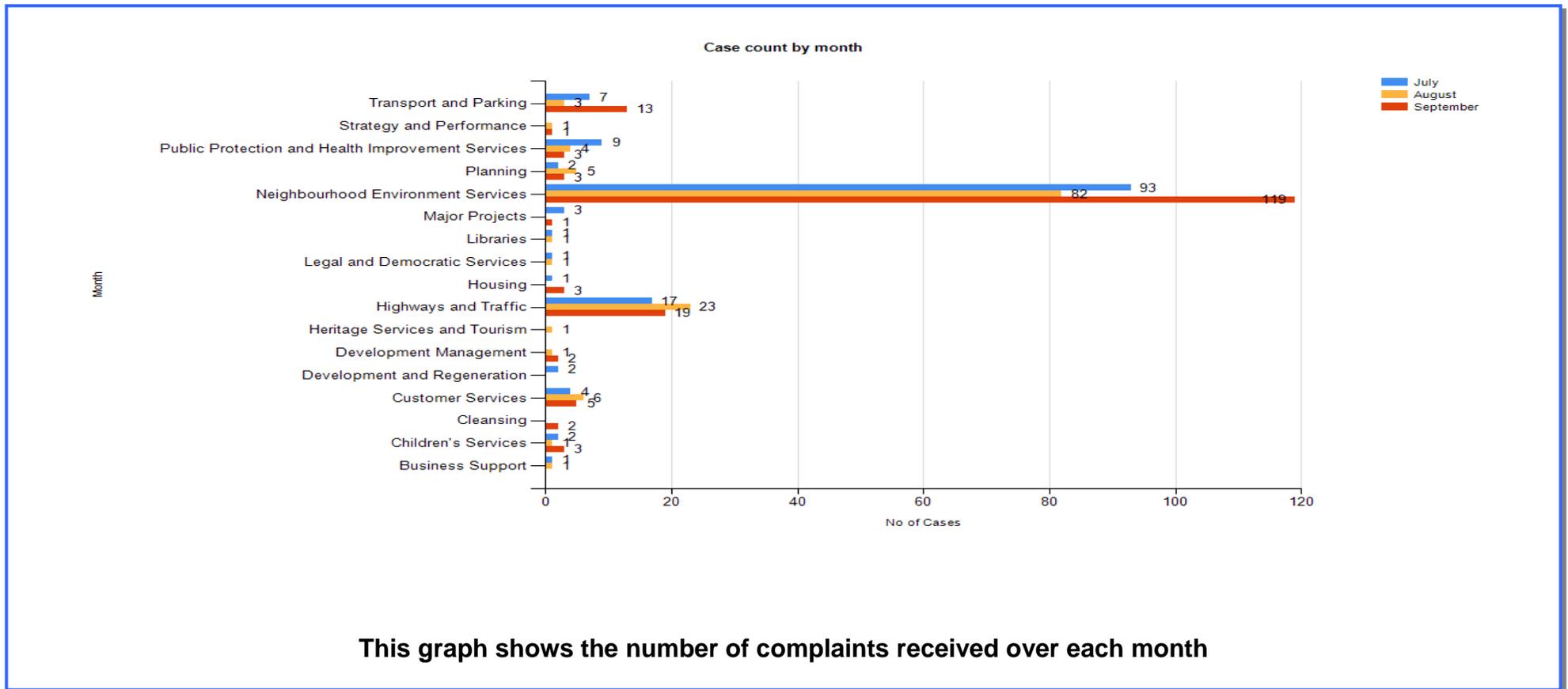
Complaints represents 1.42% of those contacts.

Total number of service requests over same period **5,695**

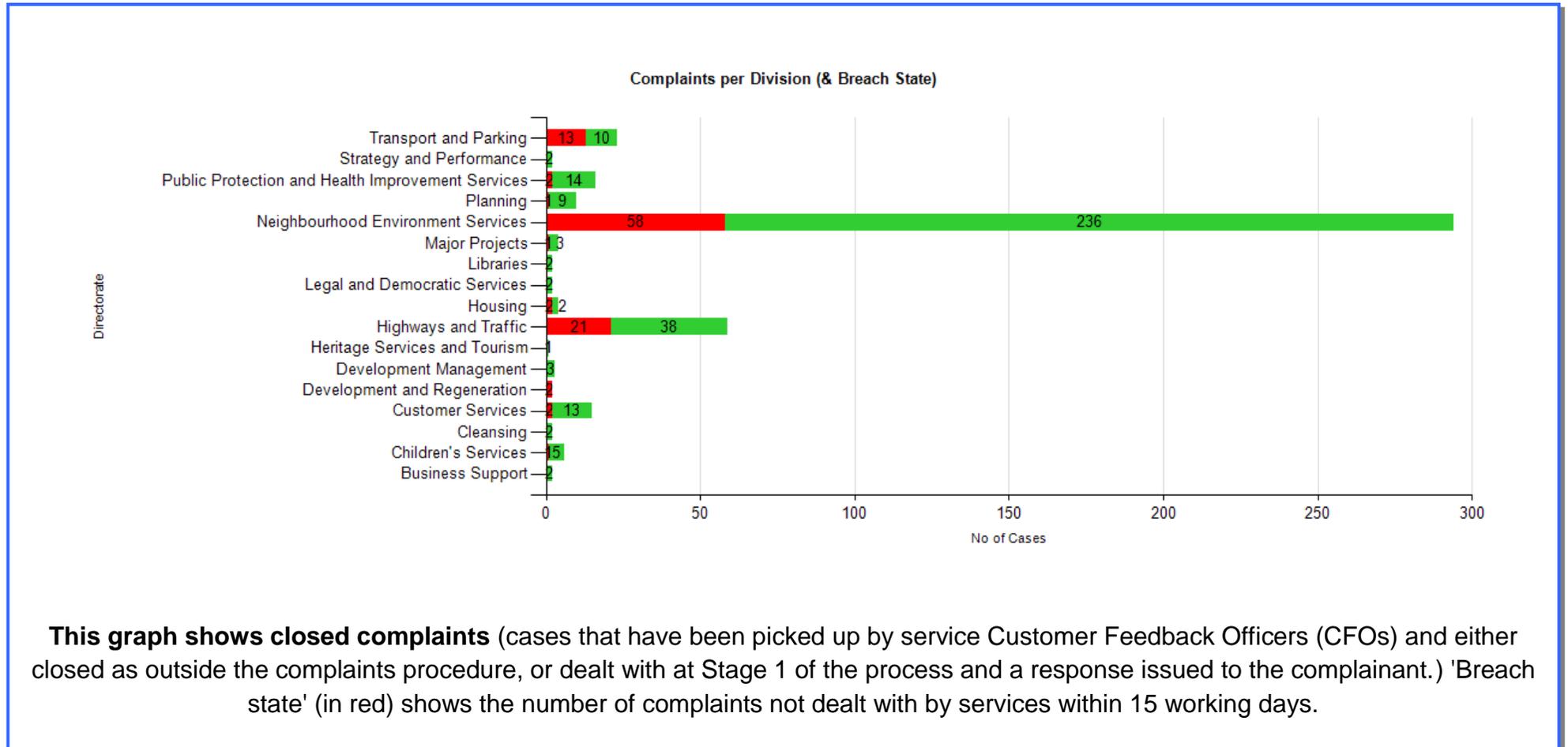
The table has shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**). The following focus on all **Complaints**, defined as complaints by customers.

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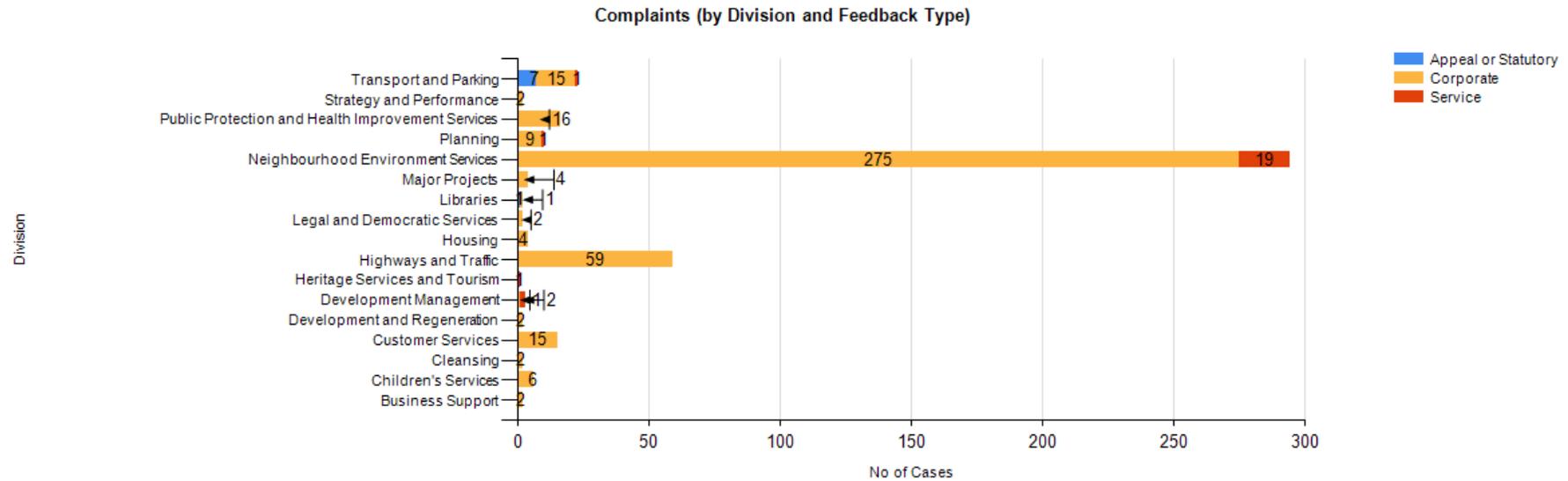
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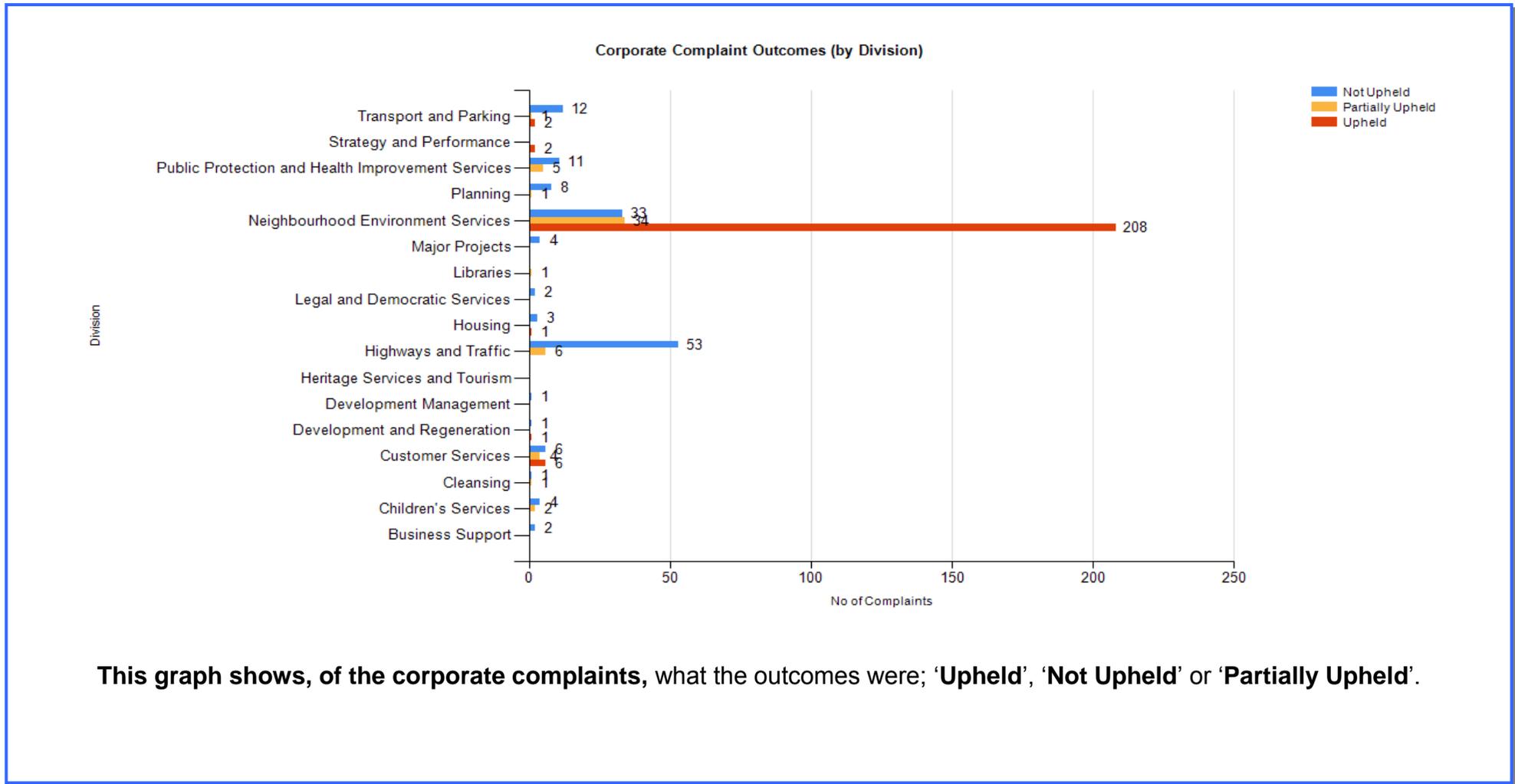
**This graph shows, of those which were logged as complaints, whether they were closed as ‘Appeal or Statutory’ or ‘Service Request’, or treated as ‘Corporate Complaints’**

**‘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.

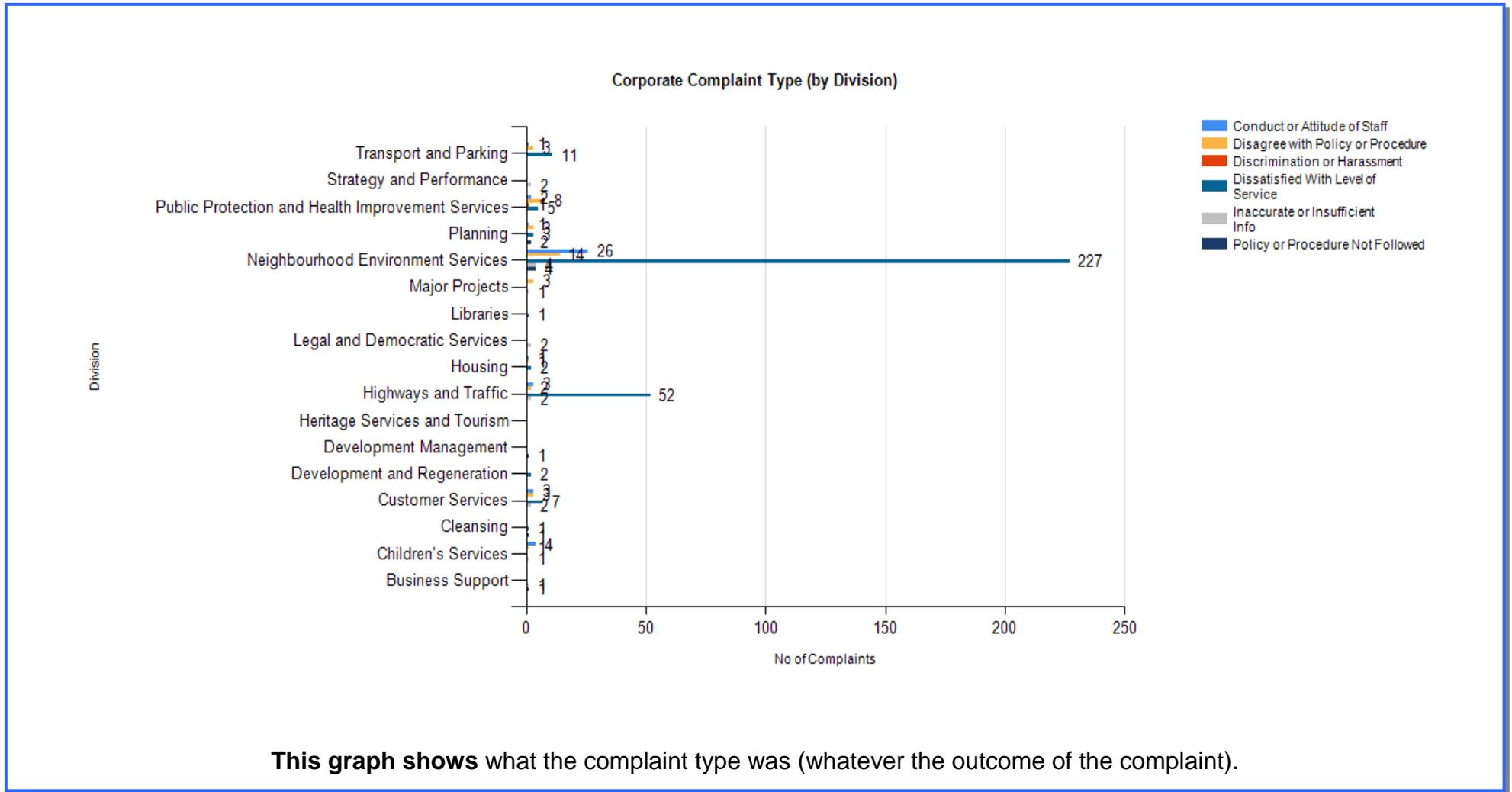
**‘Corporate’** is used where the complaint does fall within the remit of the Council’s complaints process.

**‘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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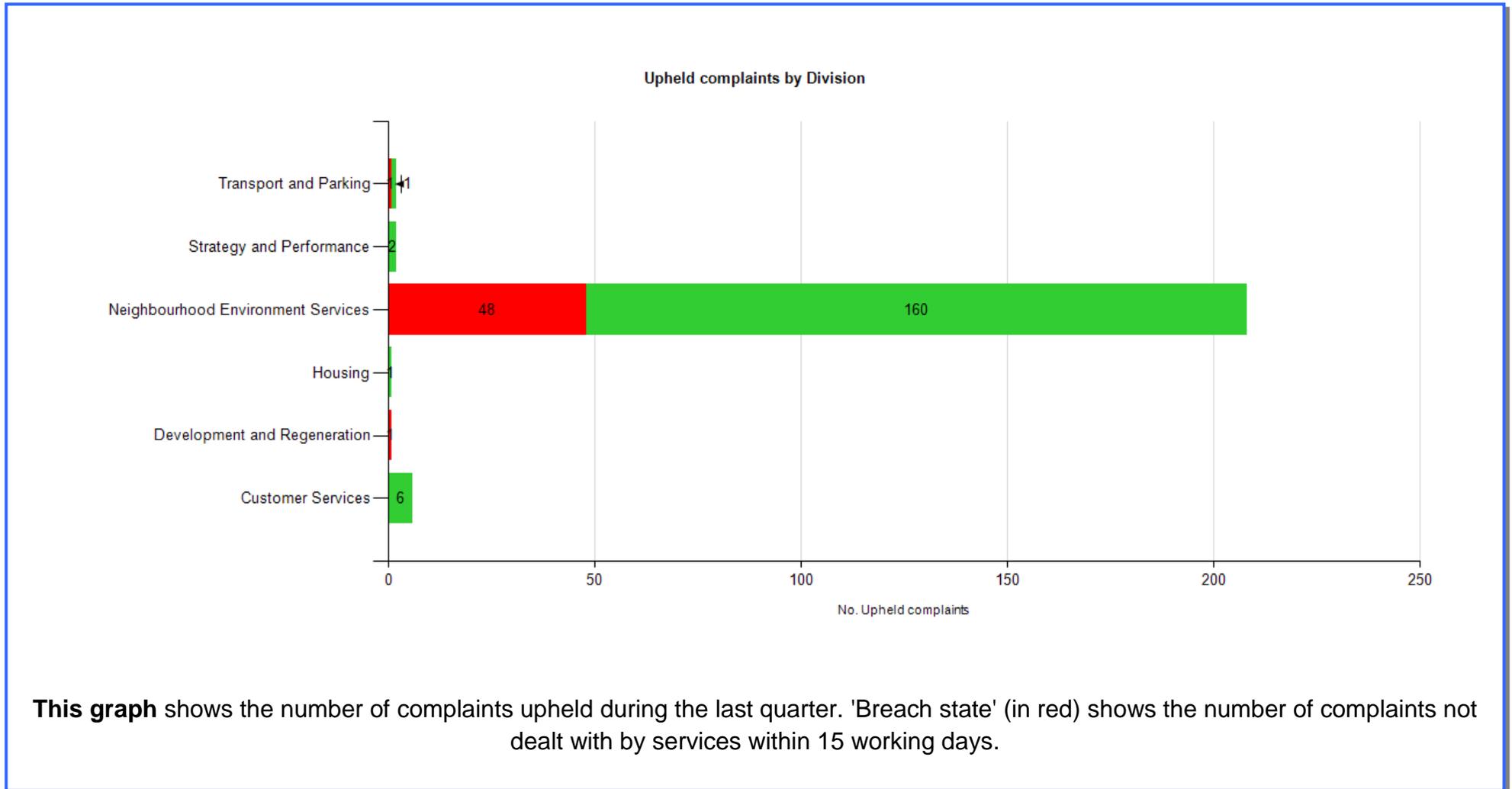
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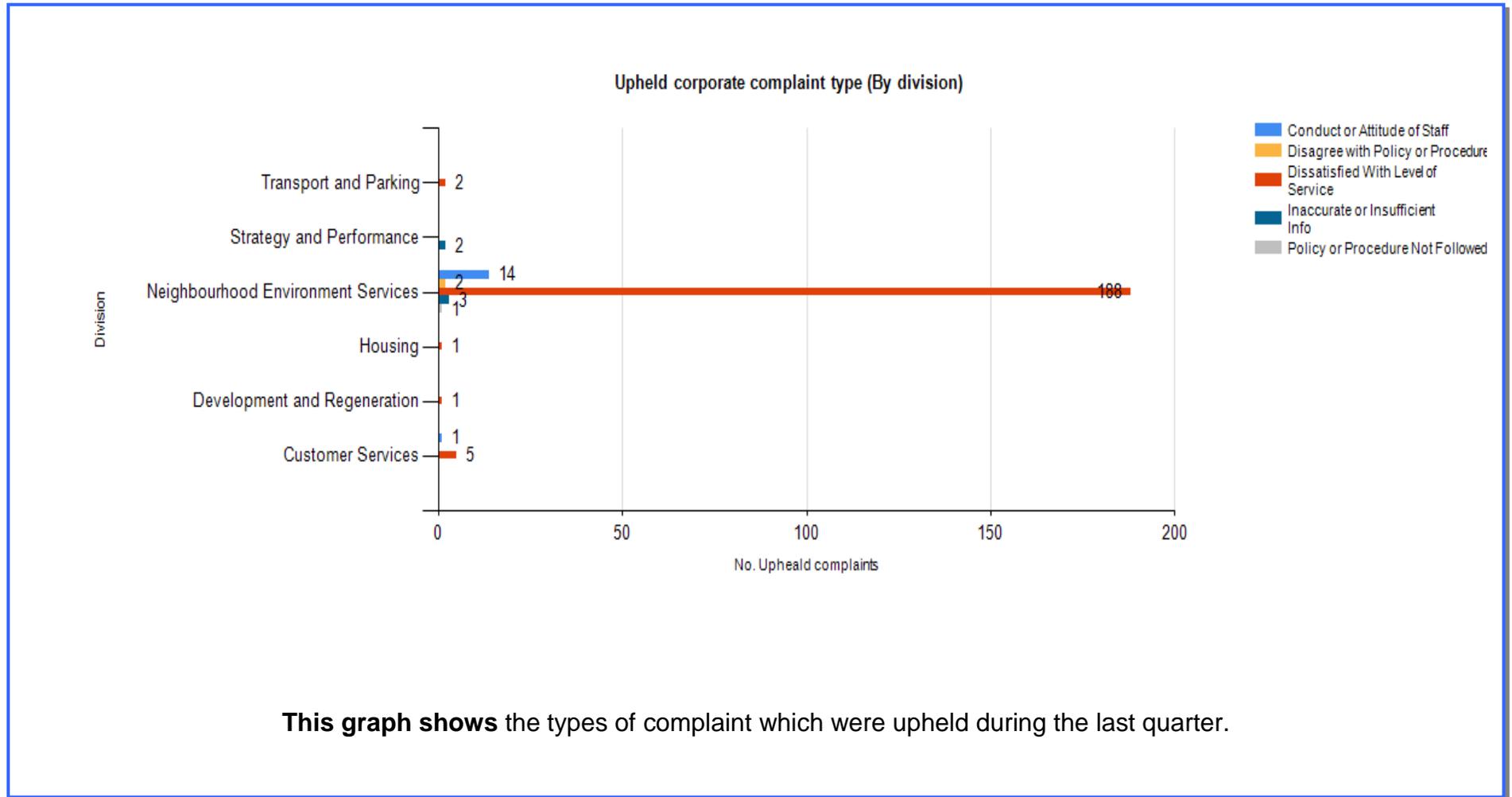
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The graphs on the next two pages relate to upheld complaints only

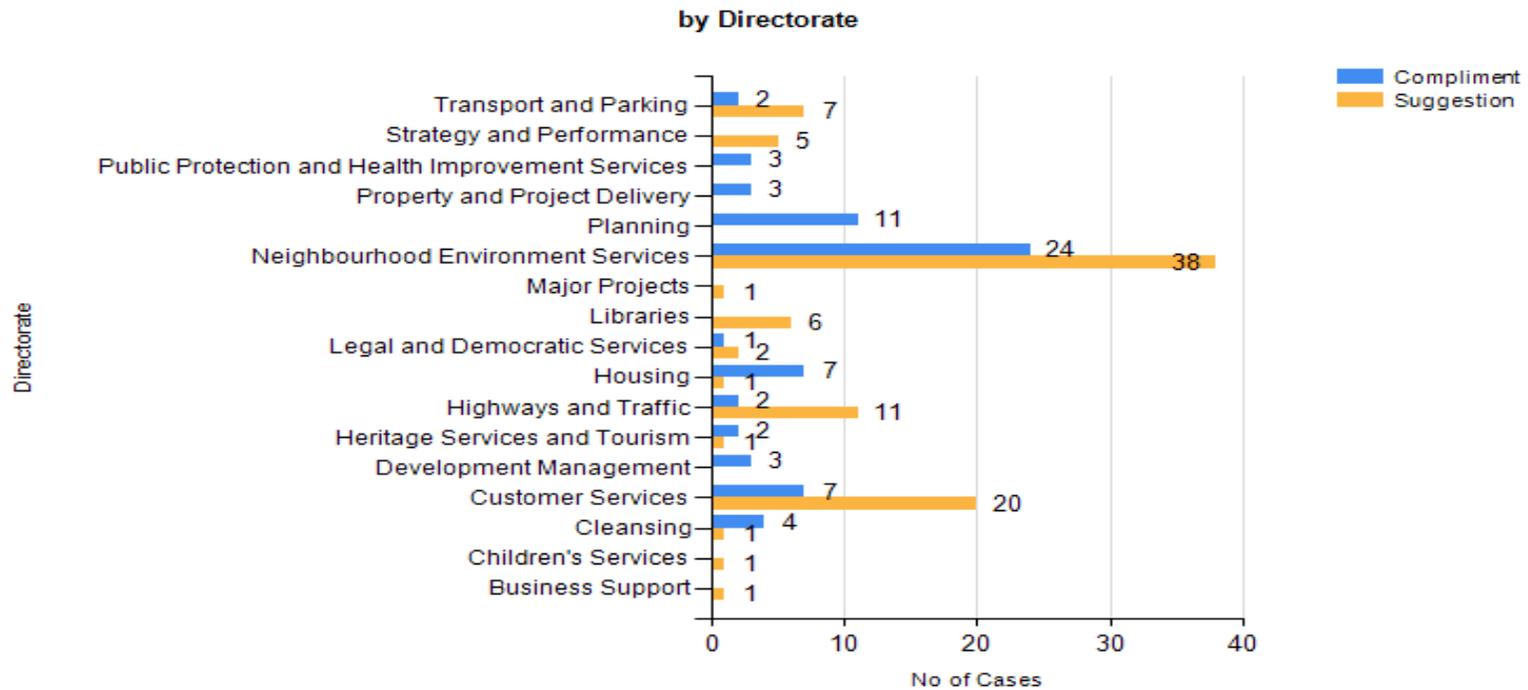


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The following graphs concentrate on feedback cases which were compliments or suggestions.



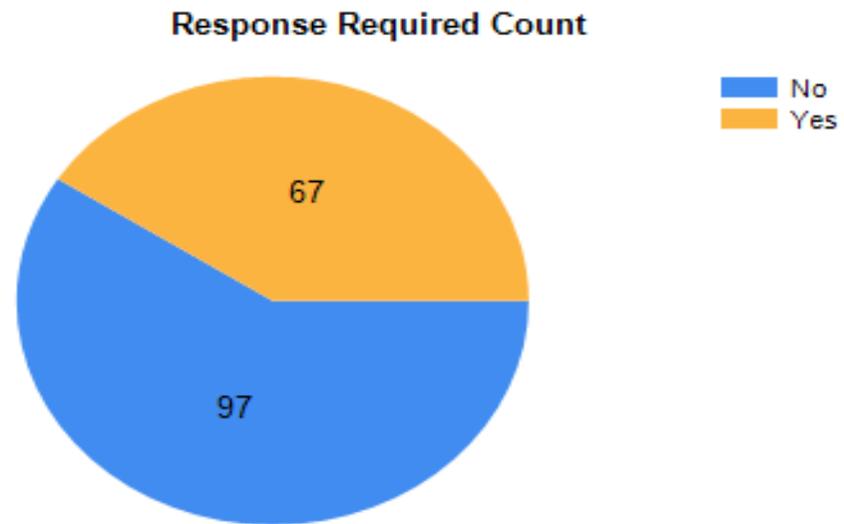
**This graph shows all compliments and suggestions** recorded on CRM between 1<sup>st</sup> July and 30<sup>th</sup> September 2015...

*(Figures shown include cases that are still active / open on the system.)*



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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)	4	4	0	0
Highways Maintenance	3	2	1	0
Adult Care	1	0	1	0
Customer Services	1	0	1	0
<b>Grand Total</b>	<b>9</b>	<b>6</b>	<b>3</b>	<b>0</b>

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**Feedback from Service Customer Feedback Officers**

Customer Feedback Officers were 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>You said...</b>	<b>We did...</b>
<b>Legal &amp; Democratic Services</b>	We had three complaints registered in this period. One was an anonymous complaint with very little information so no investigation took place. The other two were both Electoral Services complaints about the accuracy of records. Neither complaint was upheld.	No complaints were upheld and, therefore, no requirement to implement changes was identified.	N/A
<b>People &amp; Communities Directorate</b>			
<b>Children &amp; Young People</b>	There is an increase in feedback relating to SEN and Schools and Admissions but this may be seasonal so will monitor 3 x SEN 1x Schools and Admissions 1x Radstock Nursery (resolved verbally)	The nature of the complaints have been particular to the individuals involved. The responses to the complaints have reflected this.	N/A
<b>Adult Social Care</b>	No complaints received as part of customer feedback during this period.	N/A	N/A

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Service	Trends / recurring themes	You said...	We did...
<b>Place Directorate</b>			
<b>Development &amp; Regeneration</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A
<b>Housing Services</b>	<p><b>One complaint upheld.</b> No trend identified. This case was about a one off breach of practice delivered by contractor (see opposite).</p> <p><b>Three complaints not upheld.</b> No trend identified, complaints were about different issues.</p> <p><b>Two complaints breached timescale.</b> No trend identified on this point. One case breached because it was a particularly complex complaint about level of service across two service areas (Housing and Children Social Care). Although it breached the timescale the complainant was kept informed throughout and the complaint was resolved. One case breached because the complainant was unavailable for a period, again the complainant was kept informed throughout and the complaint was resolved.</p>	Contractor failed to meet standard	We apologised and contacted the contractor to put things right. Contractor agreed to review procedures and waive their agency fee in this instance.

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<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
<b>Heritage Services &amp; Tourism</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	A complaint related to a credit check we undertook for the voucher scheme. The organisation failed to meet the criteria for the credit facilities. This information was imparted to the member of staff they had entrusted to make the application. The organisation was unhappy that the information was passed to that member of staff.	We apologised for any concern caused to their staff but explained that they had entrusted that member of staff to make the application. Explained that as a public body we have to have strict criteria for credit facilities.
<b>Highways &amp; Traffic</b>	Complaints about road closures in Radstock and Midford and general roadworks in B&NES	Midford Rd closures were Sustrans and essential bridge works. Radstock Rd apologies.	All necessary works
<b>Transport Development</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A
<b>Neighbourhood Environment (Waste Services)</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A
<b>Neighbourhood Environment (Recycling)</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	Some questions around the recent introduction nationally of the 5p charge for plastic bags. This has led to residents not separating their recycling streams in the same way as previously.	Crews reminded of their responsibility to collected even if boxes contain unsorted recycling. Where contaminated they are asked to leave appropriate communications material for residents concerned.
<b>Neighbourhood Environment (Cleansing)</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A

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<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
<b>Parks &amp; Green Spaces</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A
<b>Public Protection &amp; Health Improvement Services</b>	No trends identified from feedback, issues raised are from across the service. Two corporate complaint cases received during last quarter.	N/A	N/A
<b>Transport &amp; Parking</b>	No trends or recurring themes identified over the last quarter. Each customer feedback case for Parking Services tends to be unique the majority of the time.	The subject we receive most feedback about is Bus Lane signage when a customer has been in receipt of a Penalty Charge Notice(PCN)	We have not made or plan to make any changes as a result of feedback received this quarter. The majority of feedback was not upheld and change was not necessary.
<b>Public Transport</b>	Several complaints have been received about the number 20 bus service which is run by Wessex Buses.	slight increase in complaints about the number 20 bus service which is run by Wessex Buses. I have highlighted this to my colleagues in the Public Transport Team	Arranged a meeting with the Wessex bus to discuss poor performance and discuss a way forward.

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<b>Development Management (Planning)</b>	<p>There was a drop in the number of complaints received during this quarter. The main reasons for complaint continue to be disagreement with planning application decisions, handling of planning application, procedures not followed and delays in dealing with enforcement cases. Of the complaints received the majority were not upheld except 2 which were partially upheld.</p> <p>All Stage 2 requests during this quarter found that the complaint had been fully answered and no review was warranted.</p> <p>Compliments continue to rise.</p>	<p><i>“Thank you for sending the revised plans through, I am really pleased with the alterations. I think this is an imaginative and efficient use of space whilst taking my concerns into account.”</i></p>	<p>Compliment from objector on a planning application after their concerns had been taken into account and negotiations with the applicant resulted in revised drawings being submitted.</p>
<b>Resources Directorate</b>			
<b>Business Support (Finance)</b>	<p>No trend, one complaint and one suggestion received during the period.</p>	<p>Complaint related to telephone payment system which did not accept the reference keyed in. It transpired the information had not loaded correctly on an overnight process</p> <p>Suggestion that we inform website users of the credit card charges</p>	<p>We determined the reason and referred back to the customer to request they try to make again.</p> <p>Credit card charges are published on the website page. Referred back to customer to check the web portal being used, however customer apologised as they had not read the webpage instructions</p>

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<p><b>Customer Services</b></p>	<p>There have been no new trends or recurring themes in the feedback received over the last quarter.</p>	<p>You're not happy you were asked for your Council Tax acc no. when making an Instalment query</p> <p>Out of Hours emergency no. not Working.</p> <p>Wasn't happy having to read out card details over the phone in Bath OSS in public area</p> <p>Failure to reply in good time</p> <p>Attitude of Council Connect officer</p>	<p>We will be reviewing the approach we take to ensure consistency to all of our ratepayers.</p> <p>This was due to a system upgrade. In future, more rigorous testing of the call routing will be carried out, including spot checks over the weekend, should the upgrade again occur on a Friday evening or anytime over the weekend We will update our Partner Organisations, such as the emergency services, so that they can signpost to 2 possible numbers for reporting matters Out of Hours. We will also update our website so as to include an alternative number for callers</p> <p>Accept that this is not a good process and will be reviewing this is light of the complaint.</p> <p>Replied to within procedural guidelines, however, it was felt that this timeframe should be made clear to our customers and, as such, steps to arrange for a link to our Customer Service Standards to be included in all email communications in future</p> <p>All of our officers are currently involved in an ongoing training plan for continuous improvement of their</p>

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<b>Service</b>	<b>Trends / recurring themes</b>	<b><i>You said...</i></b>	<b>We did...</b>
			customer service skills
<b>Business Continuity &amp; emergency Planning</b>	No complaints received as part of customer feedback during this period.	N/A	N/A
<b>Libraries</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A
<b>Project Delivery, Property &amp; Facilities</b>	No complaints received as part of customer feedback during this period.	N/A	N/A
<b>Strategy &amp; Performance</b>	There have been no new trends or recurring themes in the feedback received over the last quarter.	N/A	N/A