

# Quarterly Customer Feedback Summary

## 1<sup>st</sup> April 2014 – 30<sup>th</sup> June 2014

### 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.

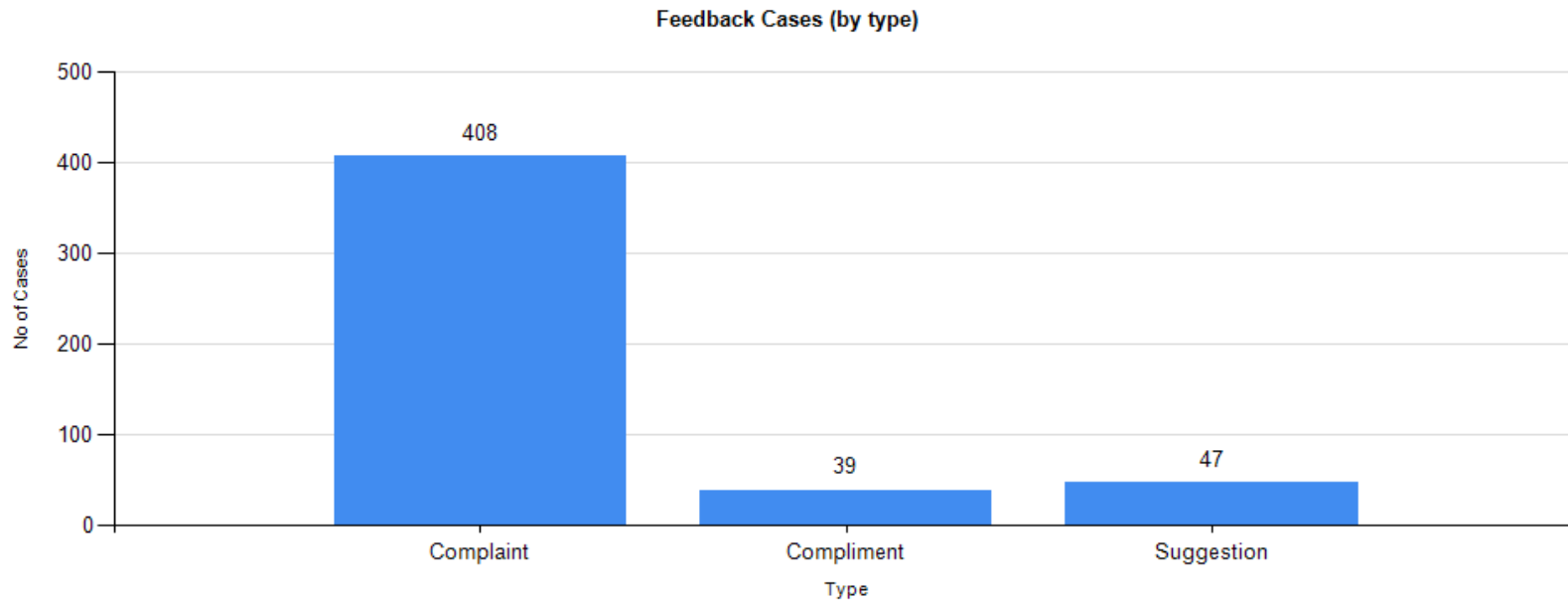
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 2014/15 (April – June 2014)**

### 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 graph 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 **32,840** telephone calls and emails.

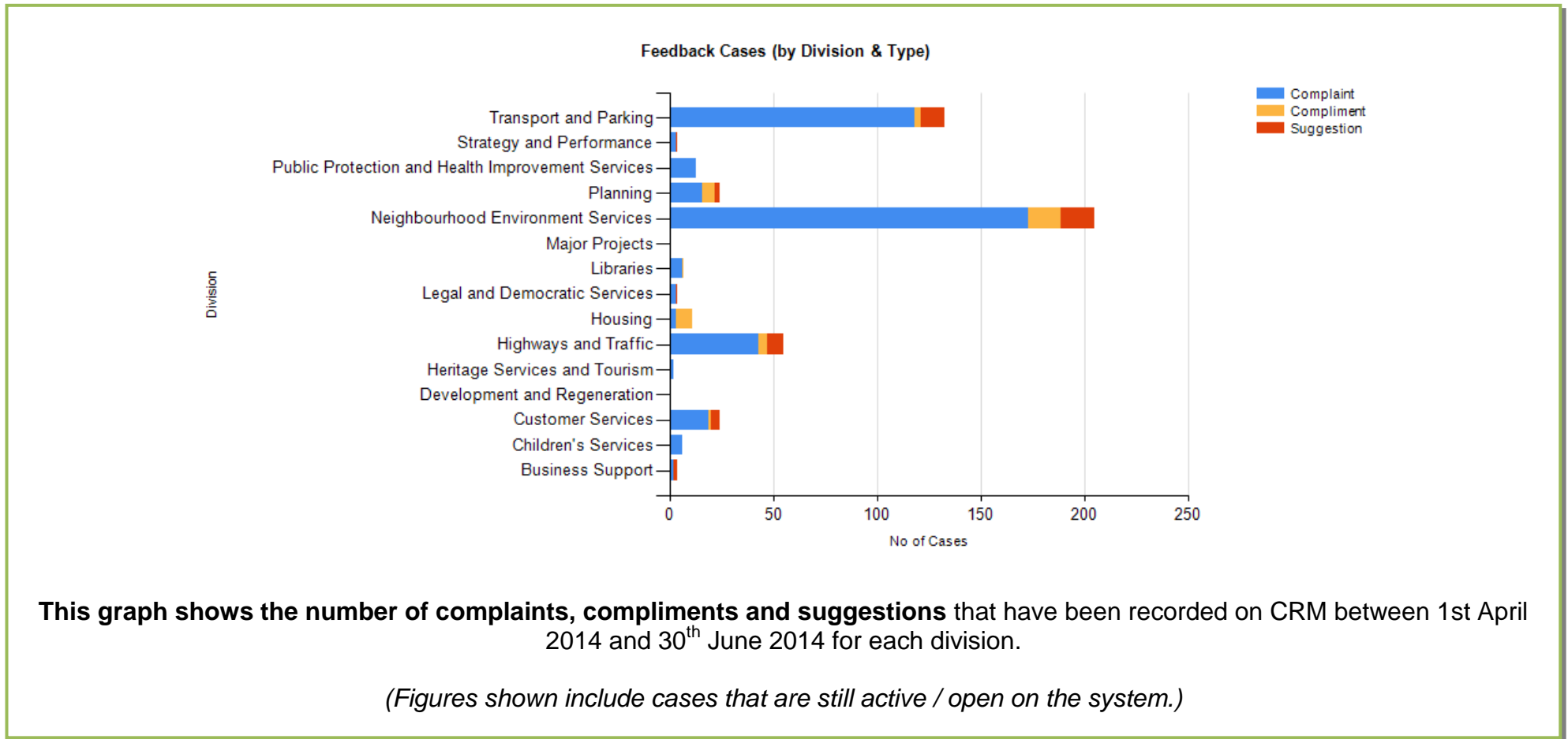
Complaints represents 1.23% of those contacts.



The information shown above is then broken down into Divisions.



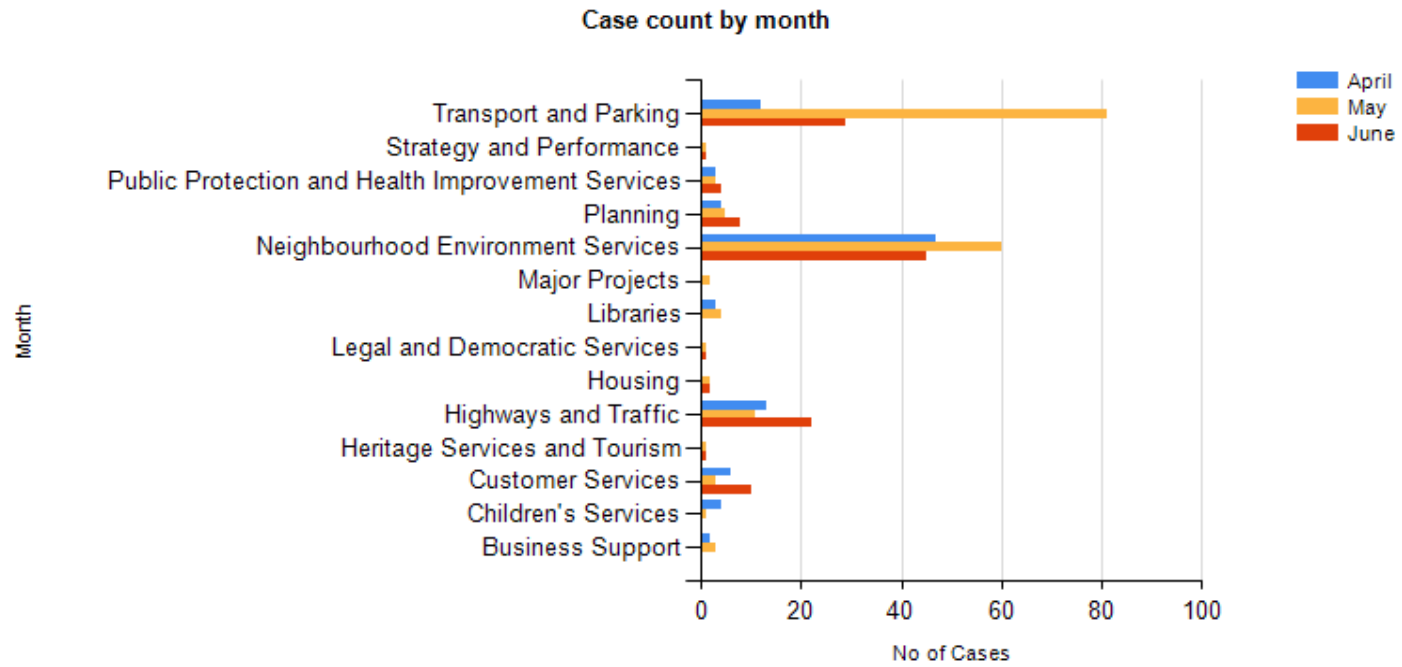
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So far the graphs have shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**), the following focus on Complaints.



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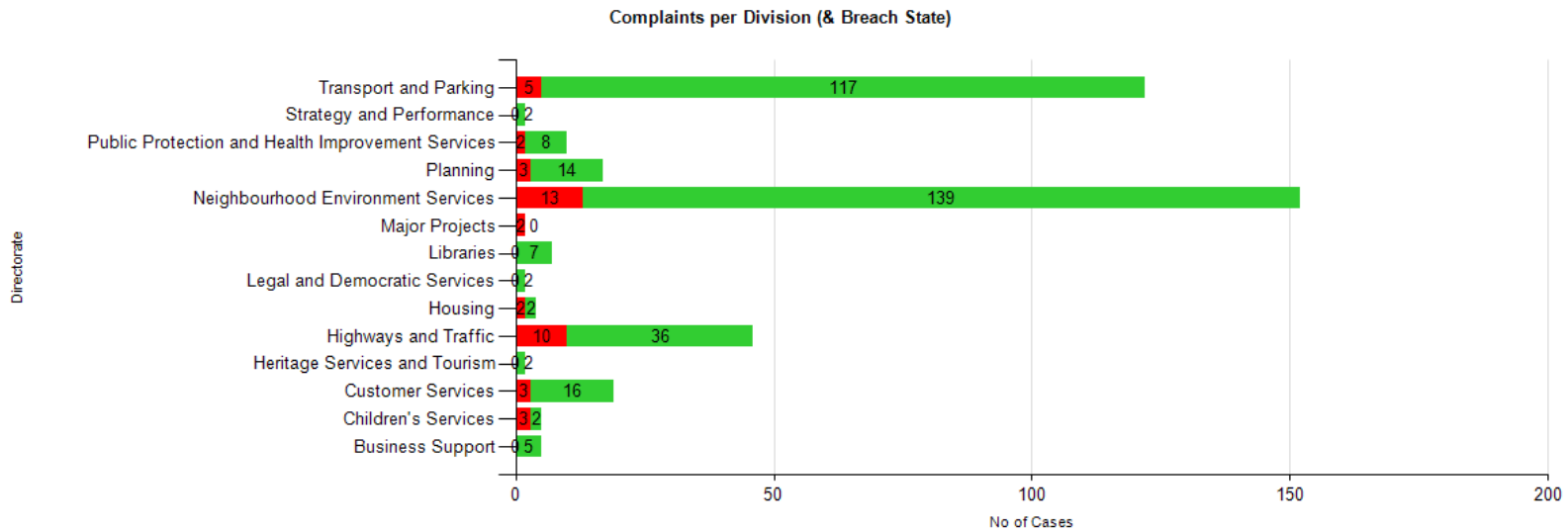


**This graph shows the number of complaints received over each month**



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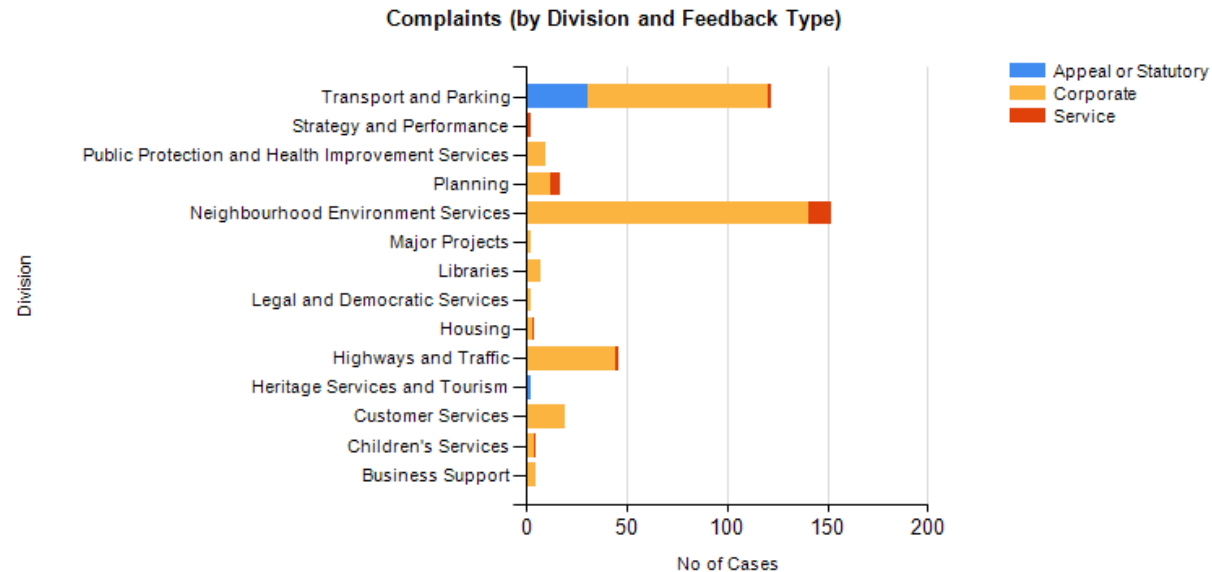
1<sup>st</sup> April – 30<sup>th</sup> June 2014



**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' 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’**

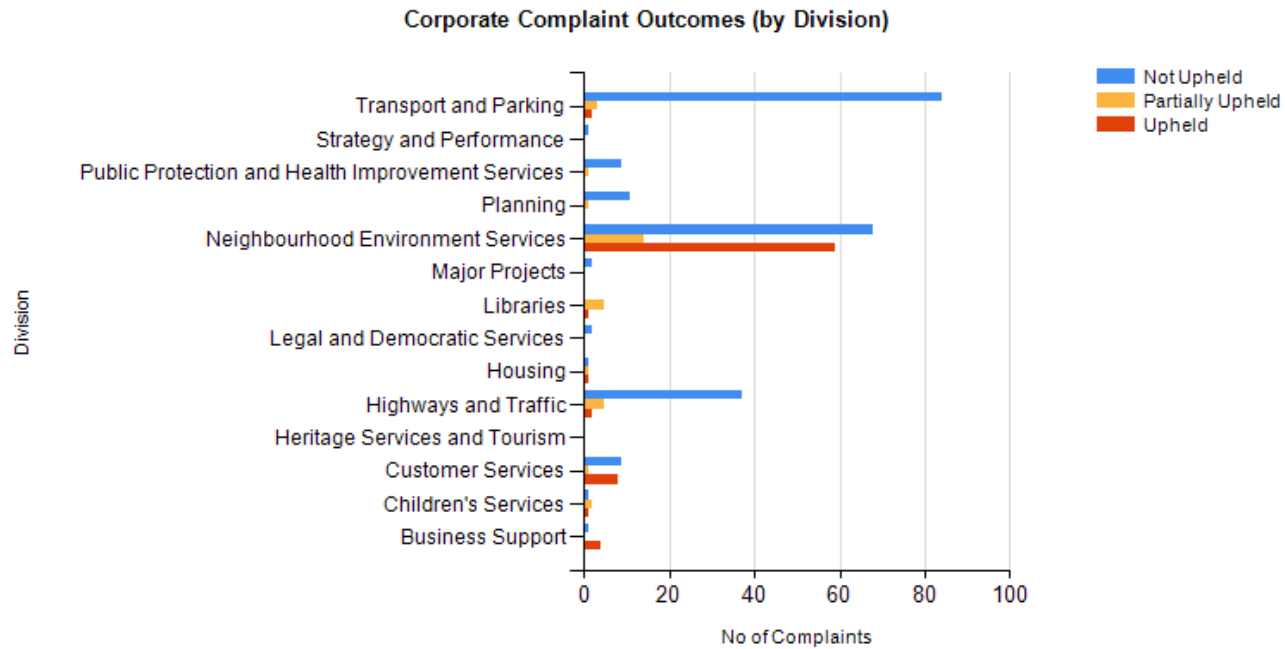
**‘Appeal or Statutory’** is used where a formal right of appeal or statutory complaints process exists, and the complaint is therefore outside of the Council’s corporate process.

**‘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.



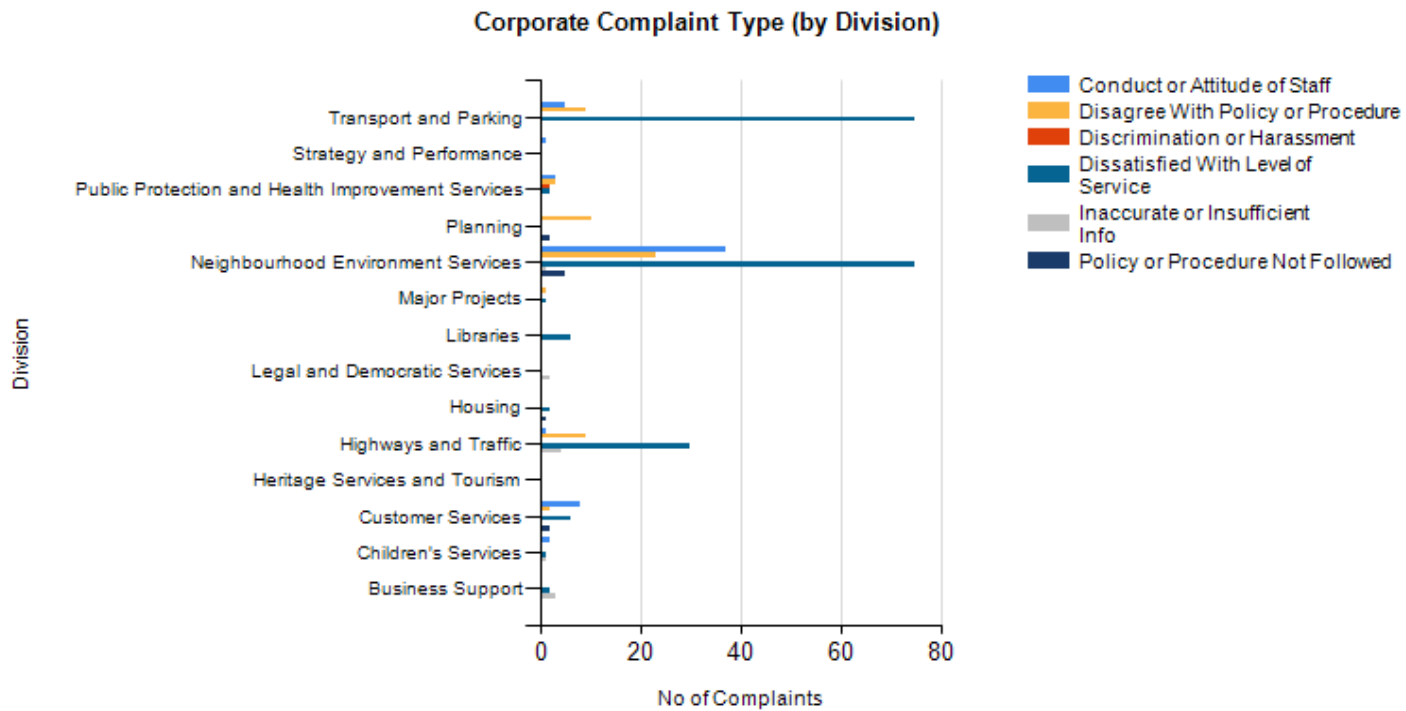
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**This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.**



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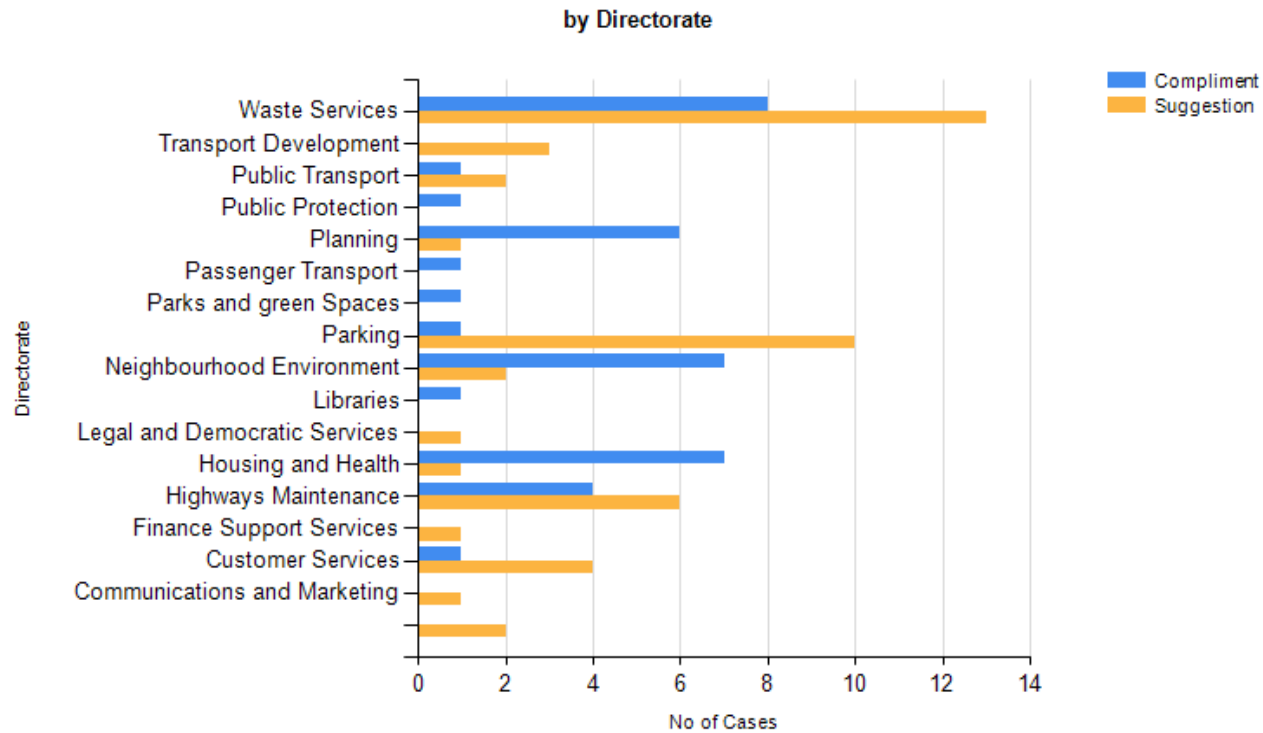


**Finally this graph shows** what the complaint type was.



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



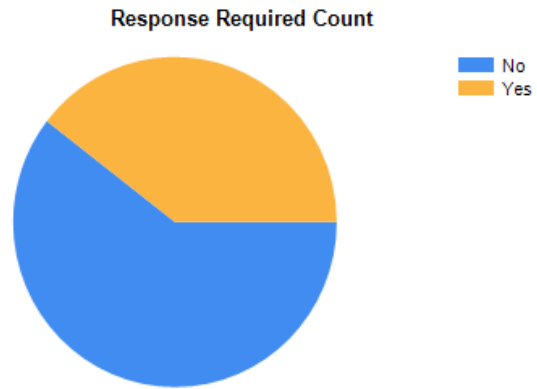
**This graph shows all compliments and suggestions** recorded on CRM between 1st April and 30<sup>th</sup> June 2014...

*(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.

<b>Division</b>	<b>Volume</b>	<b>Stage 2 Req Review Outcome</b>	<b>Volume</b>
Planning	1	Complaint fully exhausted	1
Property & Facilities	1	Stage 1 incomplete	4
Housing	2		
Neighbourhood & Environment	1		
		<b>Grand Total</b>	<b>5</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...

Service	Trends / recurring themes	You said...	We did...
Transport Development	No trends.	You said a couple of new bus stops have been 'put in the wrong place'	We've moved them where possible.
Parking			
Strategy & Performance	No. We have only received one complaint this quarter.	Conduct of Officers during a telephone conversation.	Conduct issue not upheld. However recommendation made about recording telephone conversations in future.
		Also the inability to pay Council Tax and other bills by telephone through one Council operator.	Regarding bill payments through one operator to include Council Tax bills this is being looked into by the Council Tax people.
Public Protection & Health Improvement Services			

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
<b>Planning</b>	The main reasons for complaint are: disagreement with planning decisions/procedures, handling of planning applications, procedures not followed and lack of enforcement action. This quarter there has also been 2 complaints relating to the Tree Preservation process. The numbers of complaints received have dropped for this quarter and all complaints except one, were not upheld. However this quarter there has been an increase in the number of requests for Stage 2 investigation.	It is unfortunate to say our dealings have been misguided in places, to being given the completely wrong advice at its worst.	When the Officer was aware of their mistaken advice they acted promptly to address this and to advise you of the best way forward.
<b>Neighbourhood Environment Services</b>			
<b>Project Delivery, Property &amp; Facilities</b>	No	None	
<b>Libraries</b>	A very fine line between actual complaints and service requests, usually the way the customer has phrased their query.	You were concerned about move of Library to the Radco premises, and the potential impact it was perceived to have.	We engaged local residents, elected members, library users, the town council in a consultation.
		You raised concerns about the poor mobile services in your area of Bath, and the impact of breakdowns and bank holiday dates has on the service	We acknowledged concerns and advised the nature of faults more specifically, and our commitment to maintain a quality service, factors outside our remit, do hinder this on occasions

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<b>Service</b>	<b>Trends / recurring themes</b>	<b>You said...</b>	<b>We did...</b>
<b>Legal &amp; Democratic Services</b>	Insufficient numbers to be able to identify trends.		
<b>Housing</b>	No. Only 4 cases this quarter.		
<b>Highways Maintenance</b>	Kelston Road closure	You said the length of time the road has been closed is unacceptable.	Ongoing geotechnical work to ensure the long term stability of the road needed to be completed before any other work could be done. Work has now started on the repair of the road.
<b>Heritage Services &amp; Tourism</b>	No. Only 2 cases – no trends		
<b>Economic Development &amp; Regeneration</b>			
<b>Customer Services</b>	Call waiting times Conduct / attitude of staff Failure to respond to emails ( <i>although in both cases Council Connect had sent responses</i> )	You said that our online complaints form was unnecessarily long and difficult to navigate.	We've amended the form so that users only have to complete additional pages if they agree to enter equalities monitoring information.
		You said it was taking too long to get through to Customer Services teams on the telephone.	We've reviewed our call waiting times and recruited additional staff to the telephony team.
		You said that members of staff were unhelpful or rude.	We've ensured that the members of staff concerned have been spoken to, and attended further customer services training where appropriate.
<b>Children's Services</b>	No trends identified	You said you felt that photographs were shared inappropriately with another family member	We reminded all staff of the importance of taking care when sharing information.

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Service	Trends / recurring themes	<i>You said...</i>	<b>We did...</b>
<b>Business Support (Finance)</b>	Of the small number of complaints received, they have been generally centred around the Layout of the webpage on the public e Pay site. These are noted so they can be referred to the software provider with a review to the issues being considered during any further upgrade or development.	It was not clear on the E-Payment web site what reference should be quoted when making a payment.	We advised that the invoice reference should be quoted, however we would refer this issue to the Software provider for consideration for future development.
		User experienced difficulty when using E-Payment web site and locating how to pay an invoice.	Explained to user that they need to use a 'drop down' menu to select the nature of their payment (e.g. Waste) prior to attempting to make a payment.
<b>Public Transport</b>	Feedback covers a wide range of public transport provision in B&NES. Public Transport has a limited role in service delivery as the vast majority of public transport delivery in B&NES sits in the private sector.  Complaints regarding Diamond Travelcard (bus passes) have been the most common.	Diamond Travelcard guidance was no clear on website. Customer made unnecessary journey to One Stop Shop to renew card.	FAQ's document provided on B&NES website was revised and its location better signposted for customers to find.