

Quarterly Customer Feedback Summary

1st July 2014 – 30th September 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.

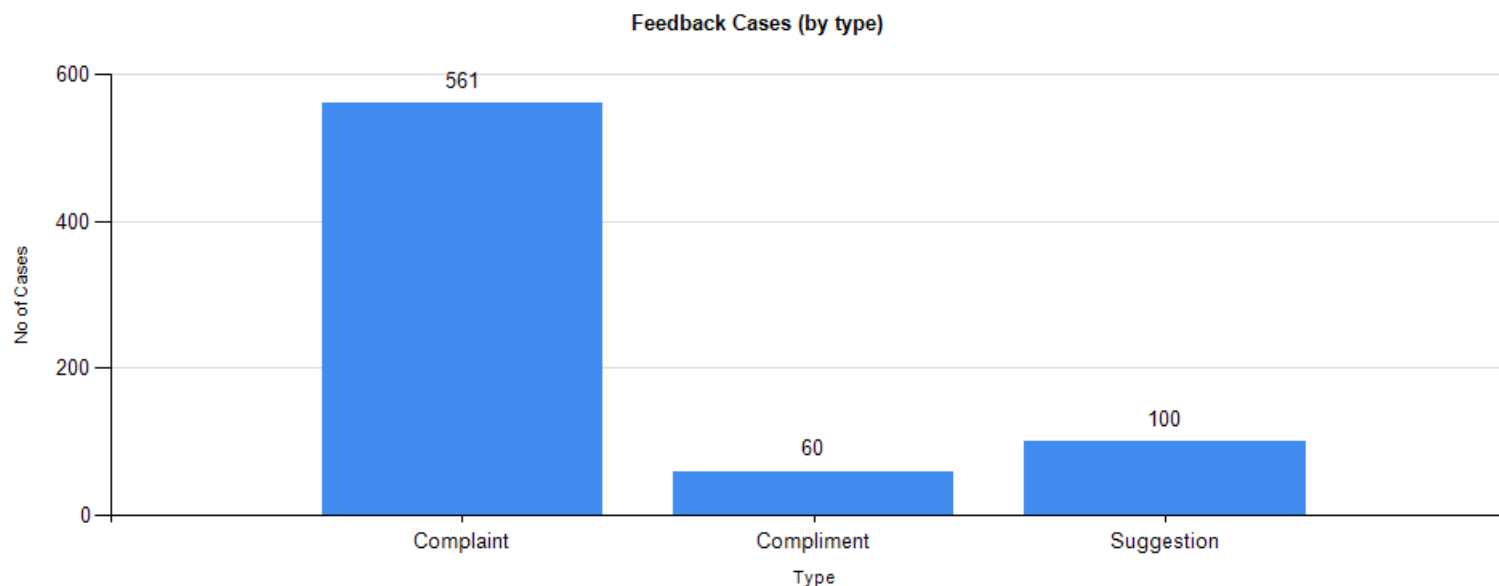
Our Service Teams, responsible for specific services delivered by the Local Authority, handle their own customers' feedback cases and provide quarterly updates on trends, issues or changes that the service is undertaking as a direct or partial result of the feedback they have received. Some of the key 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 2 2014/15 (July – September 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 **69,713** telephone, email and social media contacts

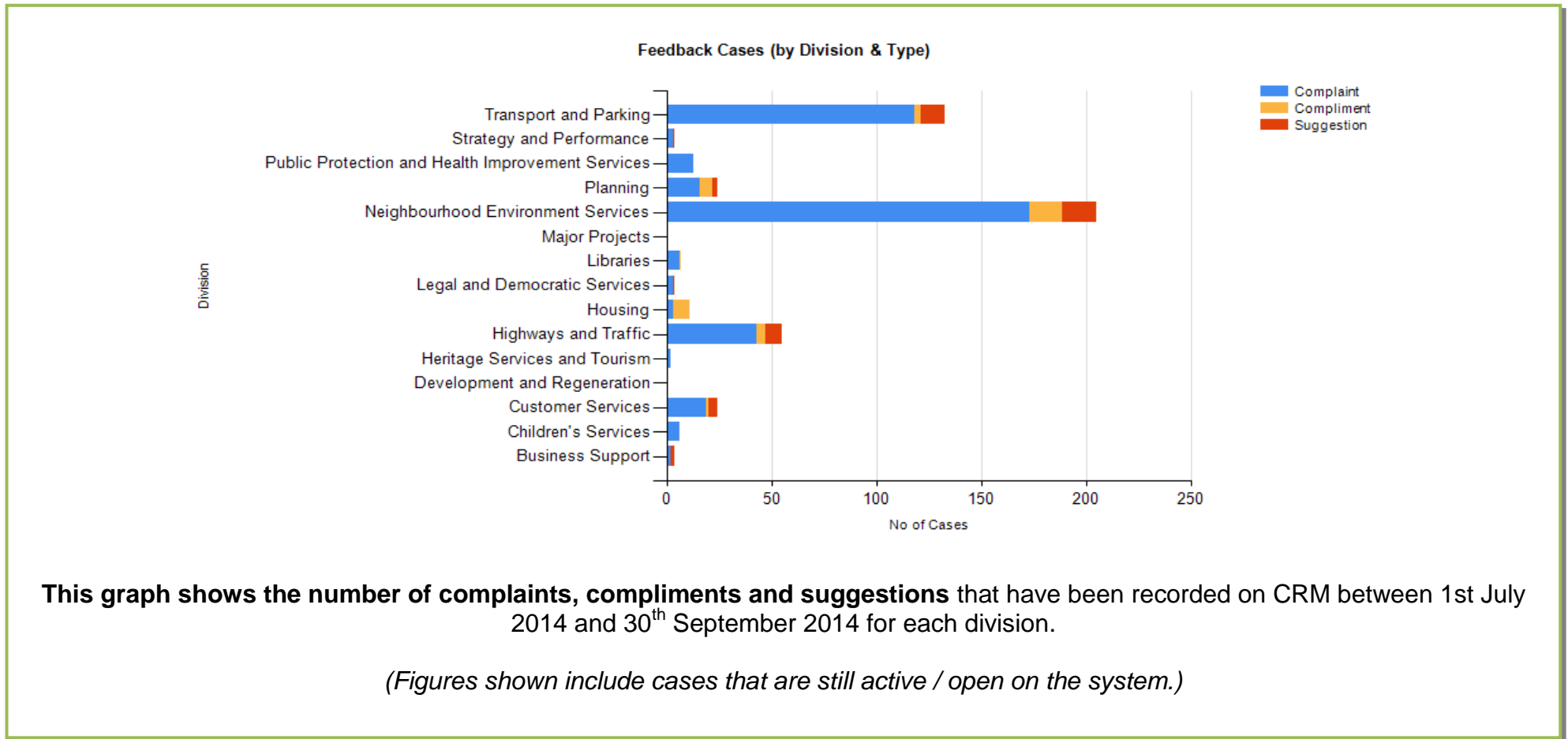
Complaints represents 0.8% of those contacts.



The information shown above is then broken down into Divisions.



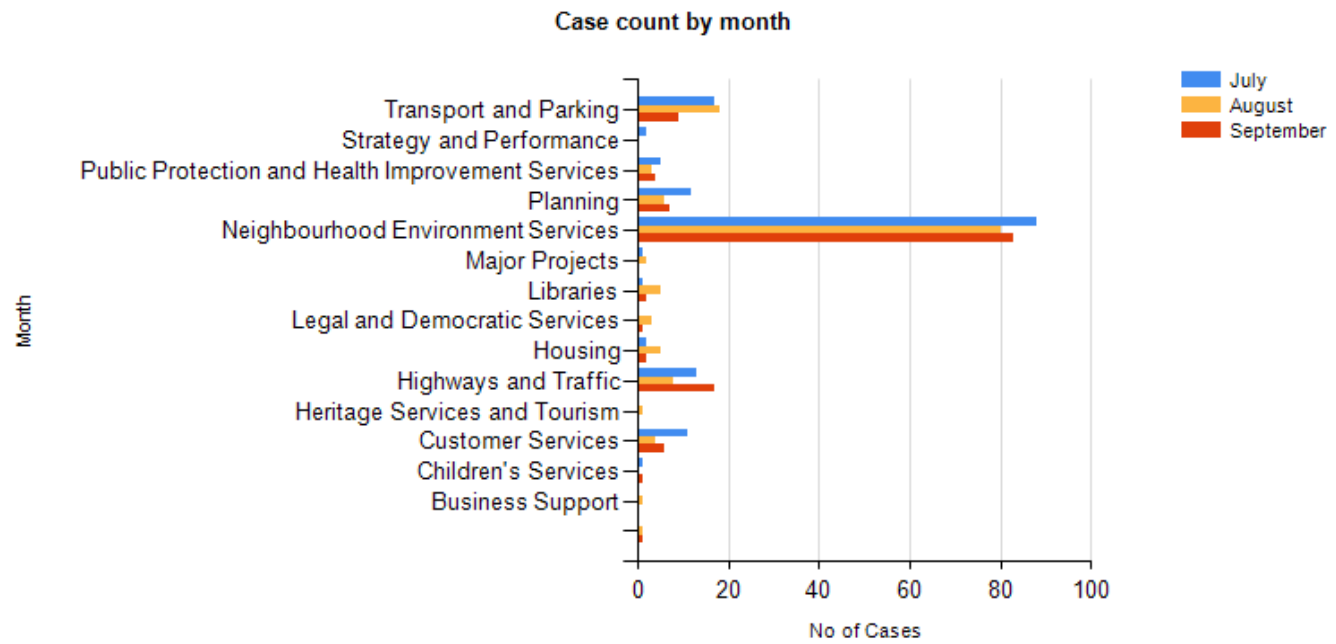
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So far the graphs have shown **Feedback** as a whole (**Complaints, Compliments and Suggestions**), the following focus on Complaints.



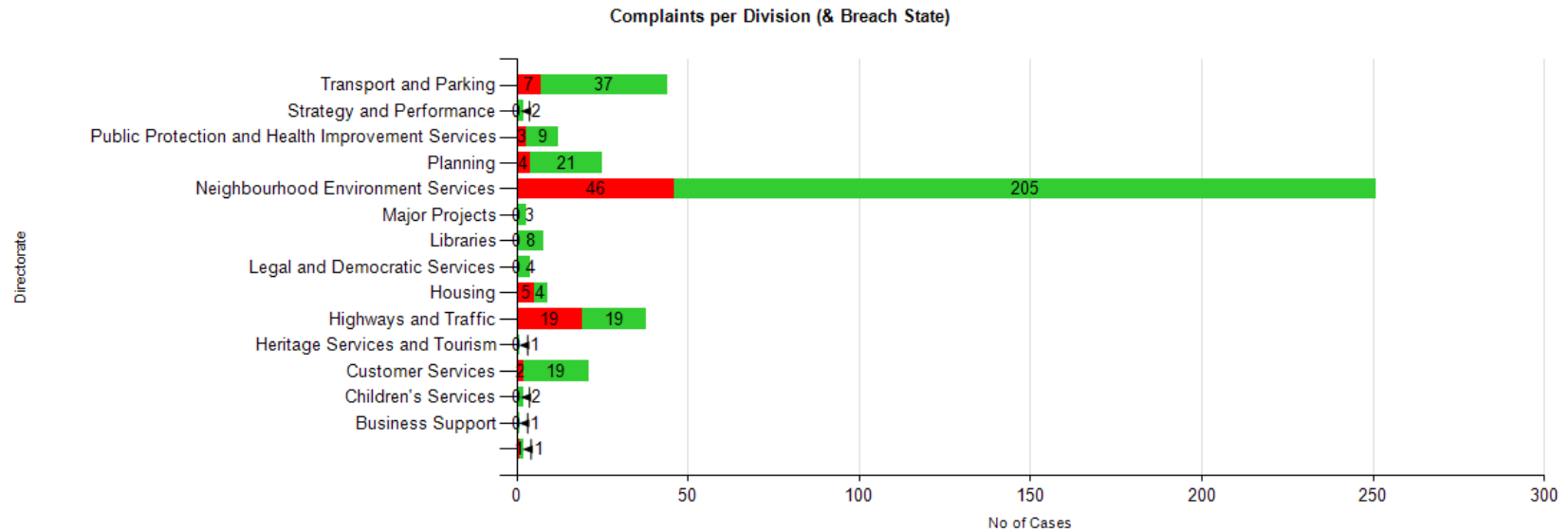
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This graph shows the number of complaints received over each month



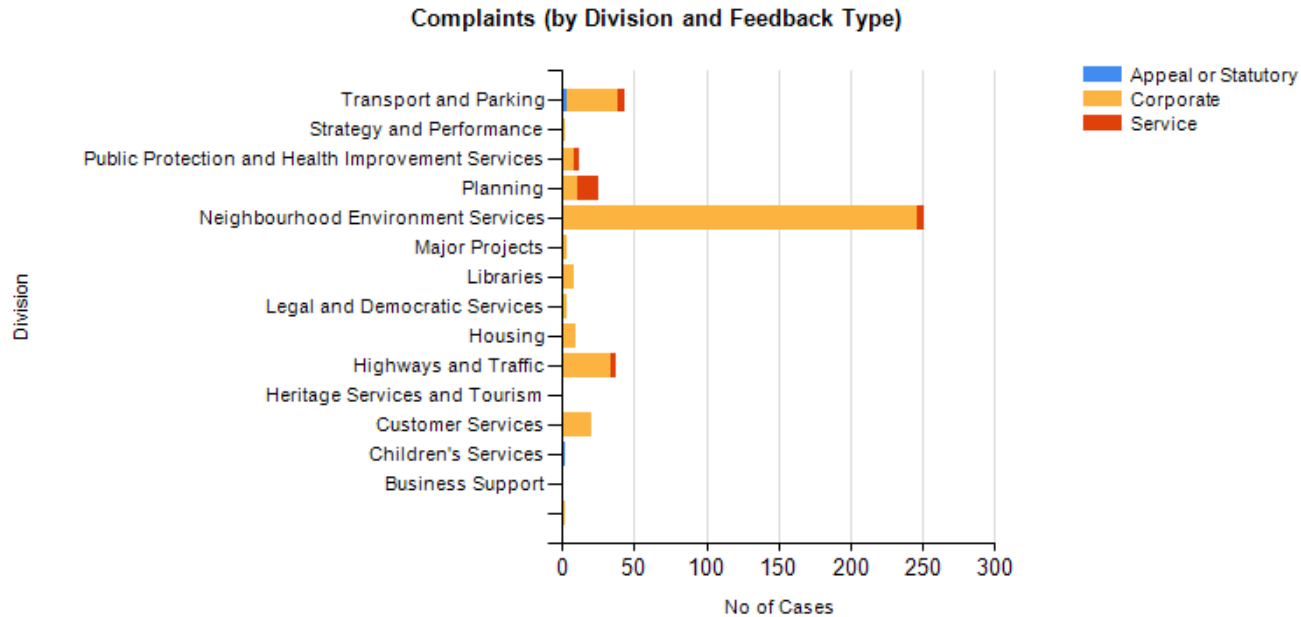
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This graph shows closed complaints (cases that have been picked up by service Customer Feedback Officers (CFOs) and either closed as outside the complaints procedure, or dealt with at Stage 1 of the process and a response issued to the complainant.) 'Breach state' shows the number of complaints not dealt with by services within 15 working days.



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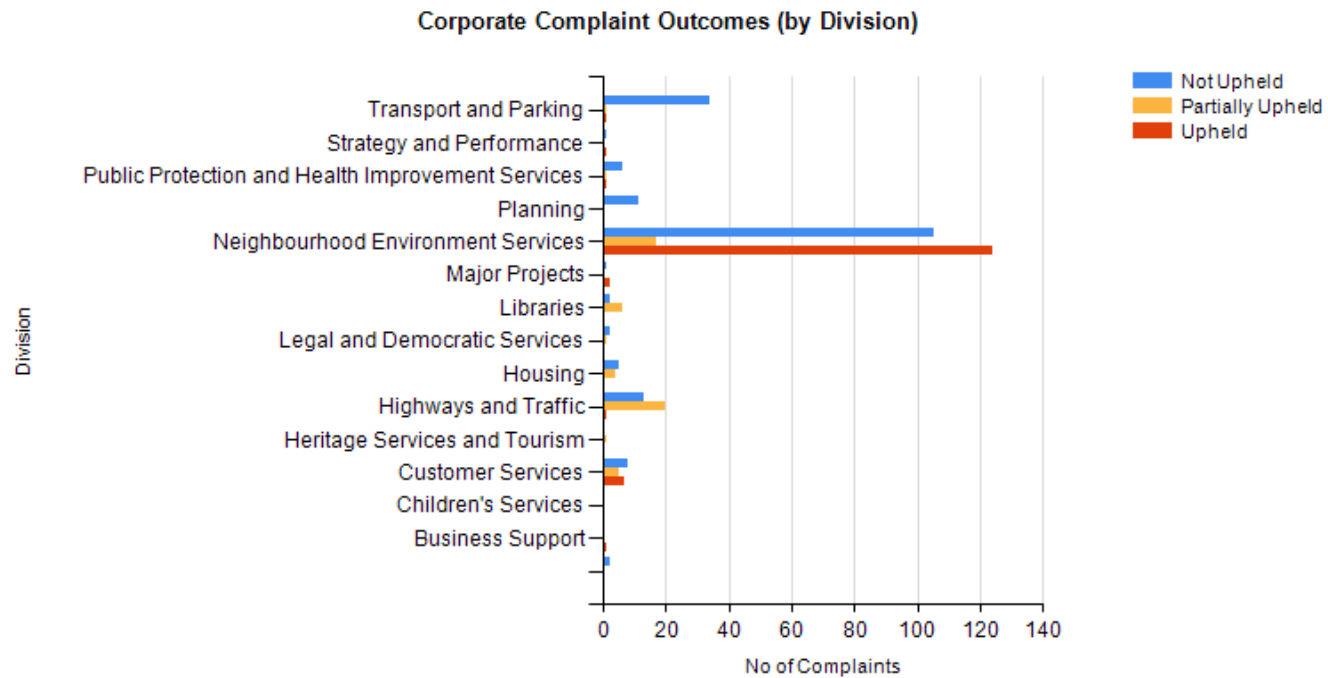
This graph shows, of those which were logged as complaints, whether they were closed as ‘Appeal or Statutory’ or ‘Service Request’, or treated as ‘Corporate Complaints’

‘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.



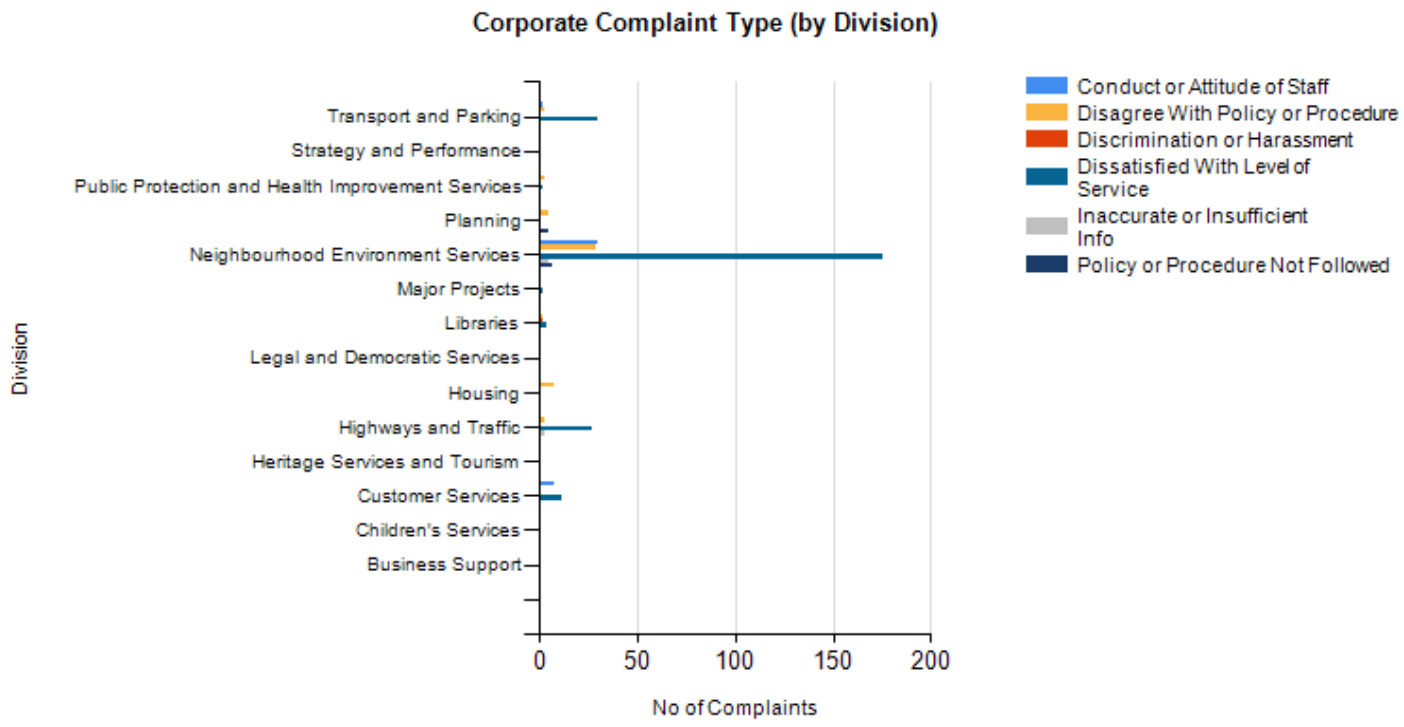
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This graph shows, of the corporate complaints, what the outcomes were; 'Upheld', 'Not Upheld' or 'Partially Upheld'.



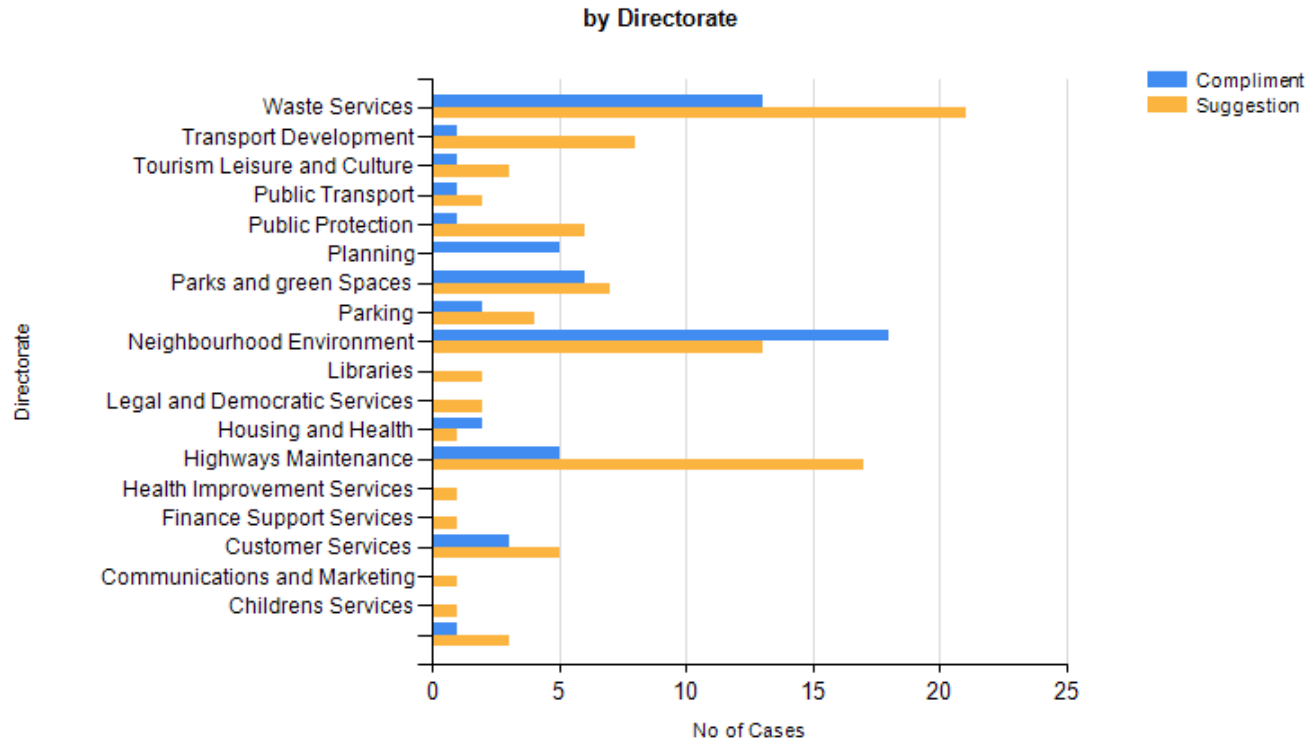
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Finally this graph shows what the complaint type was.

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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 July and 30th September 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.

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 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.

<u>Division</u>	<u>Volume</u>	<u>Stage 2 Req Review Outcome</u>	<u>Volume</u>
Planning	4	Complaint fully exhausted	7
Highways	1	Stage 1 incomplete	1
Housing & Health	2		
Parking	1		
Grand Total	8	Grand Total	8

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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	<i>You said...</i>	We did...
Transport Development			
Parking			
Strategy & Performance	No trends or themes identified.	.	
Public Protection & Health Improvement Services	Out of the 12 cases 4 were re-logged as Service Requests. There were no trends out of the 8 remaining complaints and no suggestion that we change what we do.		

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Service	Trends / recurring themes	<i>You said...</i>	We did...
Planning	<p>The main reasons for complaint are: disagreement with procedures, handling of planning application/procedures not followed and lack of enforcement action. None of the complaints closed during this quarter were upheld. There has been an increase in the request for Stage 2 reviews during this quarter but none of them actually warranted a full review at Stage 2.</p> <p>There have been several compliments regarding the work Officers are doing with Parish Councils in relation to Neighbourhood Plans.</p>	No complaints upheld	
Neighbourhood Environment Services			
Project Delivery, Property & Facilities	No trends or themes identified.		
Libraries	Only small issues to which we could respond in positive ways.	Dissatisfied with bank holidays services from mobile library	We have rescheduled the visit to the area hopefully –impact is less
		You complained about eating in library	We are increasing our diligence on patrolling the libraries advising customers on the position re food

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Service	Trends / recurring themes	<i>You said...</i>	We did...
		Noise in the library distracting while event taking place	We have advised about the nature of the event in question, the all-inclusive nature of library and recommended alternative locations for quieter study away from immediate event area
Legal & Democratic Services	No trends or themes identified.		
Housing	Two complaints related specifically to the new Additional HMO Licensing Scheme. As they concerned separate aspects of the scheme no trend was identified. 58.3% of complaints were responded to within 15 days. As a result we've reviewed and revised the way we monitor and deal with complaints within the service and expect our performance in this area to improve.		
Highways Maintenance	Complaints relating to the Kelston Road closure and timescales to reopen.	Works have been ongoing since the closure in February, although these were below ground and not visible to the public. Above ground works have now commenced and are ongoing.	We continue to regularly update the information page on the public website.
Heritage Services & Tourism	No trends or themes identified.	Complaint related to policy and staff at Thermae Bath Spa; <ul style="list-style-type: none"> - when booking spa treatments health concerns were explained. The customer was informed on arrival that the treatments weren't appropriate and offered a refund. 	Further training was put in place for staff.

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Service	Trends / recurring themes	You said...	We did...
Economic Development & Regeneration	No trends or themes identified.		
Customer Services	Training needs; Conduct /attitude of staff System/process	<i>You said the way you were spoken to was rude/abrupt/unhelpful</i>	We've raised each matter with the staff member involved and training to be arranged (the Delivering Outstanding Customer Service course was specifically stated in one response)
		<i>You said you had issues receiving the correct service (cases included; Garden Waste bins not being delivered/wasn't sent acknowledgement that a complaint was received/effectiveness of communication methods - f2f versus phones/vulnerability awareness/Recovery action not being held/not being updated)</i>	We've raised the particular issue with the member of staff involved, where relevant, and training given/awareness raised
Children's Services	None Both complaints were closed as they fell outside the scope of the Corporate Complaints Procedure and were dealt with under the Children's Statutory Procedure.		
Business Support (Finance)	One case only therefore no trend	Complaint of a misallocation of a debtors payment, causing a reminder to be sent to the customer.	Complaint upheld, apology sent to the customer.
Public Transport			