

# Customer Feedback How did we do?



- Putting the Customer first
- April to June 2009



**Bromsgrove**  
District Council

[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



# Customer Feedback April to June 2009

## How did we do?

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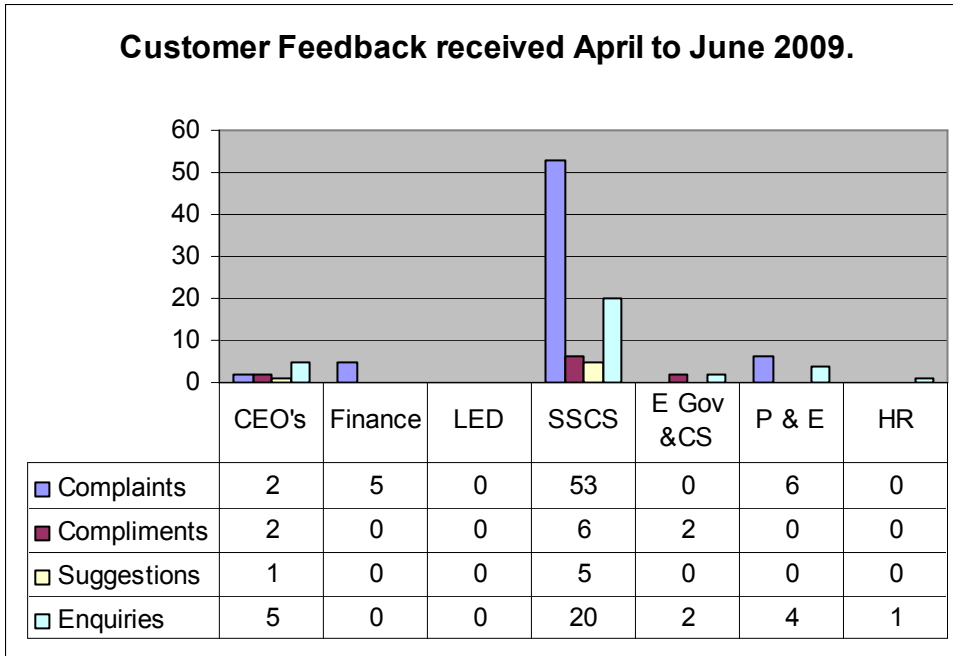
# Customer Feedback Analysis Report April to June 2009

## Section1 Corporate Analysis

This section discusses the customer feedback data recorded for the Council as a whole.

### 1.1 Customer Feedback received

Figure 1

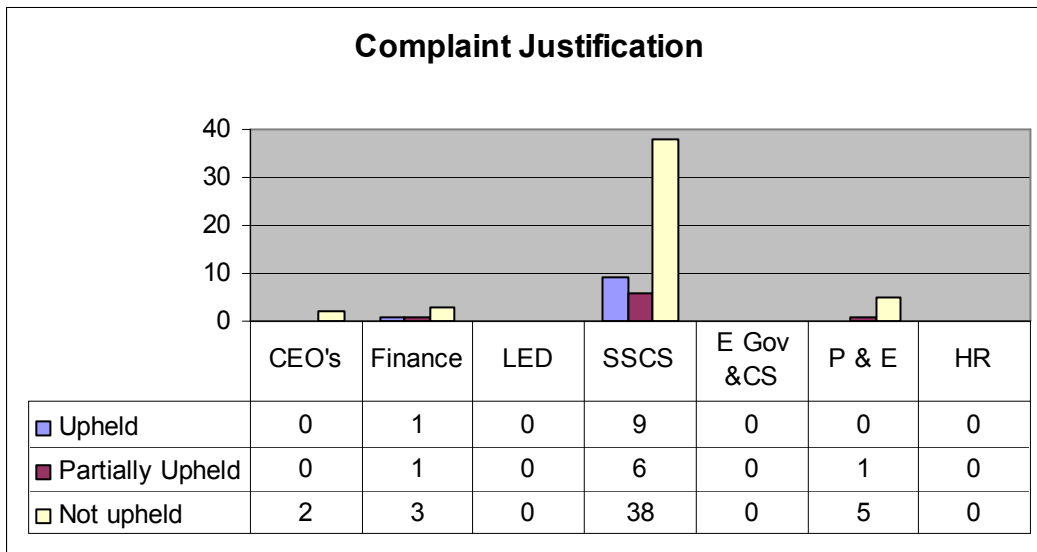


### Summary

The Council received **66** complaints in the first quarter of 2009/10, a decrease of **26%** on last quarter. The number of compliments received also increased from **3** last quarter to **10** this quarter. The compliments received were from staff pleased with service they received from Staff in the Communications, Waste, Parks and Customer Services team and events organised by Sports Development.

## 1.2 Complaint Justification

Figure 2

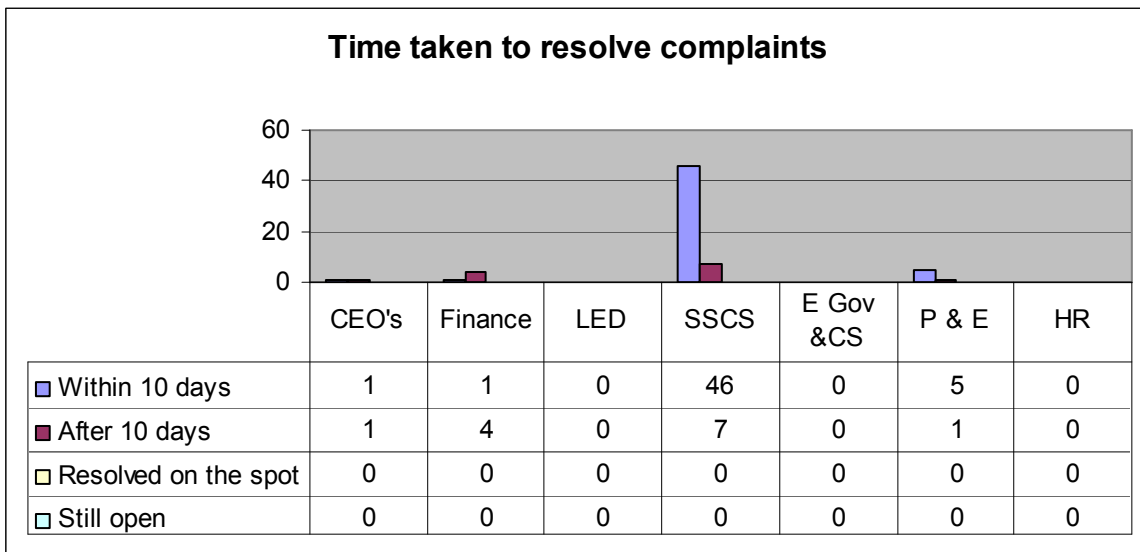


### Summary

The number of complaints received this quarter has decreased by 26%. However 72% of complaints were unjustified and were mainly caused by the public perception of the new charge for green waste and lack of understanding of council policies.

## 1.3 Complaint response

Figure 3



### Summary

Our customer standard is to provide a full response to customer complaints within 10 working days of receipt.

In this quarter we

- dealt with 79% of complaints within 10 days
- 21% were completed between 10 – 20 days.
- Customers are informed if the complaint investigation will take longer than the 10 day standard

## Section 2 Departmental Complaint Analysis

Please note that E Govt and Customer Services, Legal, Equality and Customer Services and the Human Resources Department are not included in this section as there were no complaints received for these service areas during this quarter.

### 2.1 Street Scene and Community Services Department – Complaints Received

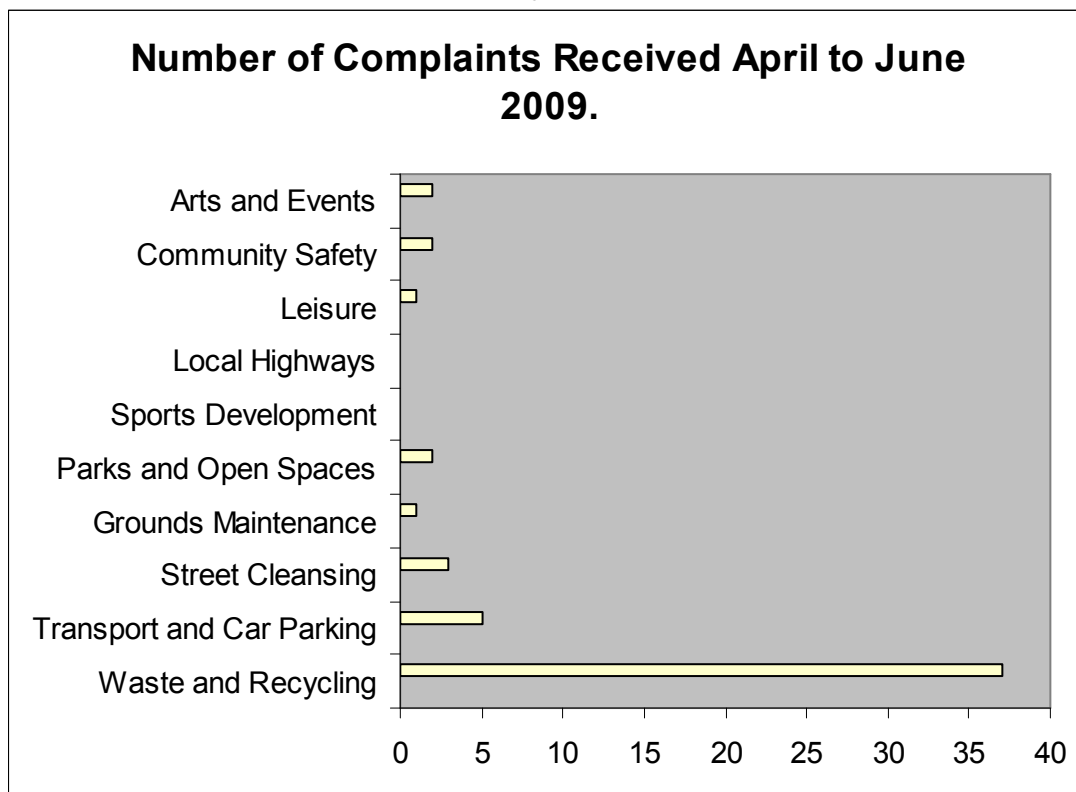


Figure 4

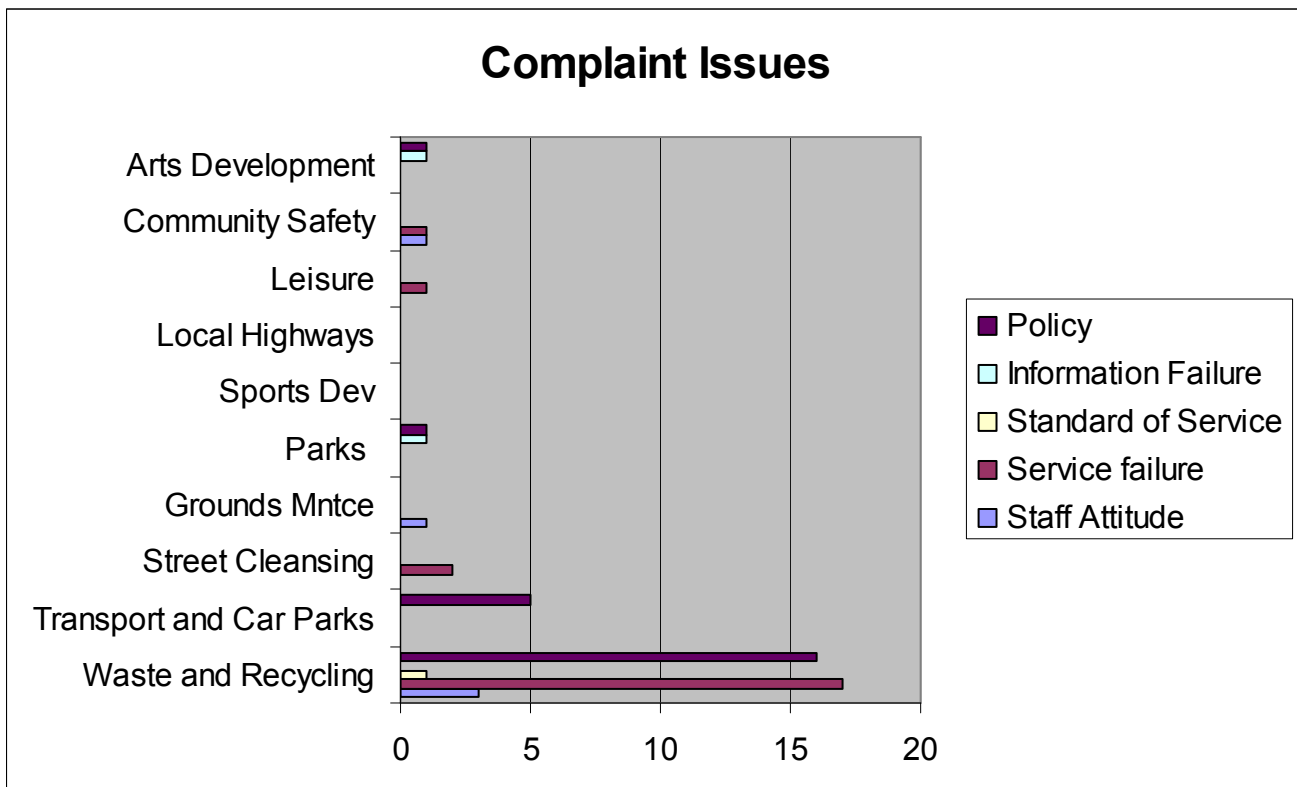
#### Summary

The Street Scene and Community Services Department received **53** complaints during this quarter which are broken down into teams as below:

Waste and Recycling	37
Transport and Car Parking	5
Street Cleansing	3
Grounds Maintenance	1
Parks and Open Spaces	2
Community Safety	2
Arts and Events	2
Leisure	1

## 2.1.1 Complaint Issues - Street Scene and Community Department

Figure 5



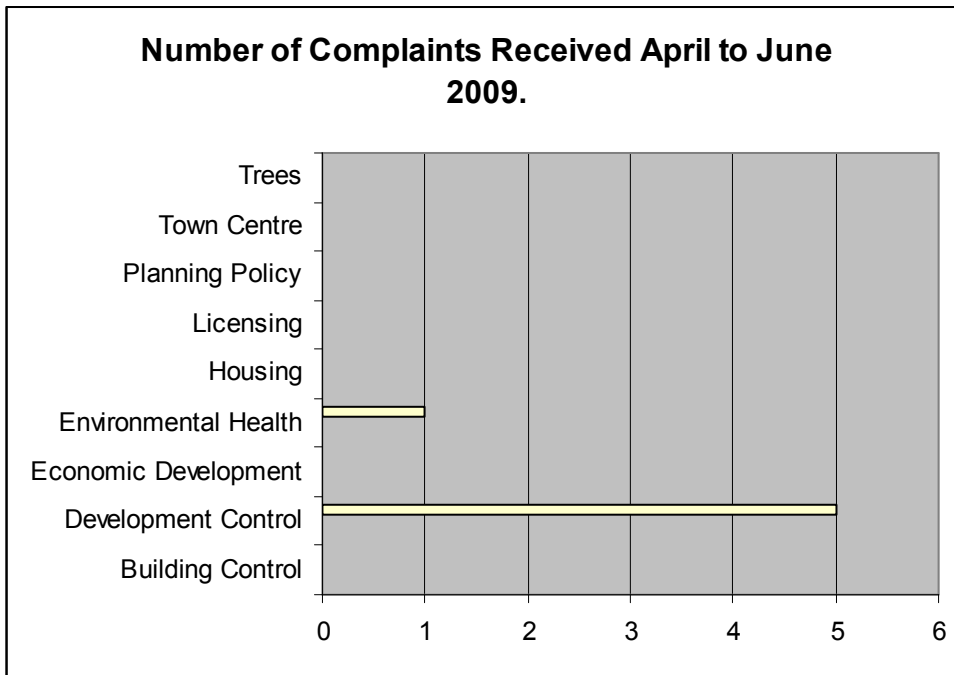
### Summary

The number of complaints received for Street Scene and Waste Management has decreased by **30%** this quarter. Of the complaints received, **51%** were about green waste collections and **20%** of the complaints received after investigation were deemed either partially or fully upheld. The types of complaint are summarised below.

Complaint	Numbers	Justified
Green Waste (customers not happy with charges or the lack of information regarding this)	27	3 partially upheld 1 upheld
Missed Bins	2	1 upheld
Various Collection Problems ( leaving debris, bin not returned correctly and delay in replacement bin)	4	1 upheld
Litter	2	0
Problems with Assisted Bin Collections	2	1 upheld
Policy – Car park Charges, Cemeteries, Events	7	0
Staff Attitude (Bins, Recycling. Grounds Maintenance, Car Parking, CCTV )	5	3 upheld and 1 partially upheld
Not answering telephone - Leisure	1	0
Supplying wrong or not enough information – tourist information on Website and Allotments	2	0
Kids playing football on grass	1	0
<b>Totals</b>	<b>53</b>	<b>7 upheld 4 partially upheld</b>

## 2.2 Complaints received by Planning and Environment Services Department

Figure 6



### Summary

The Planning and Environment Services Department received **6** complaints during this quarter



## 2.2.1 Complaint Issues – Planning and Environment Services Department

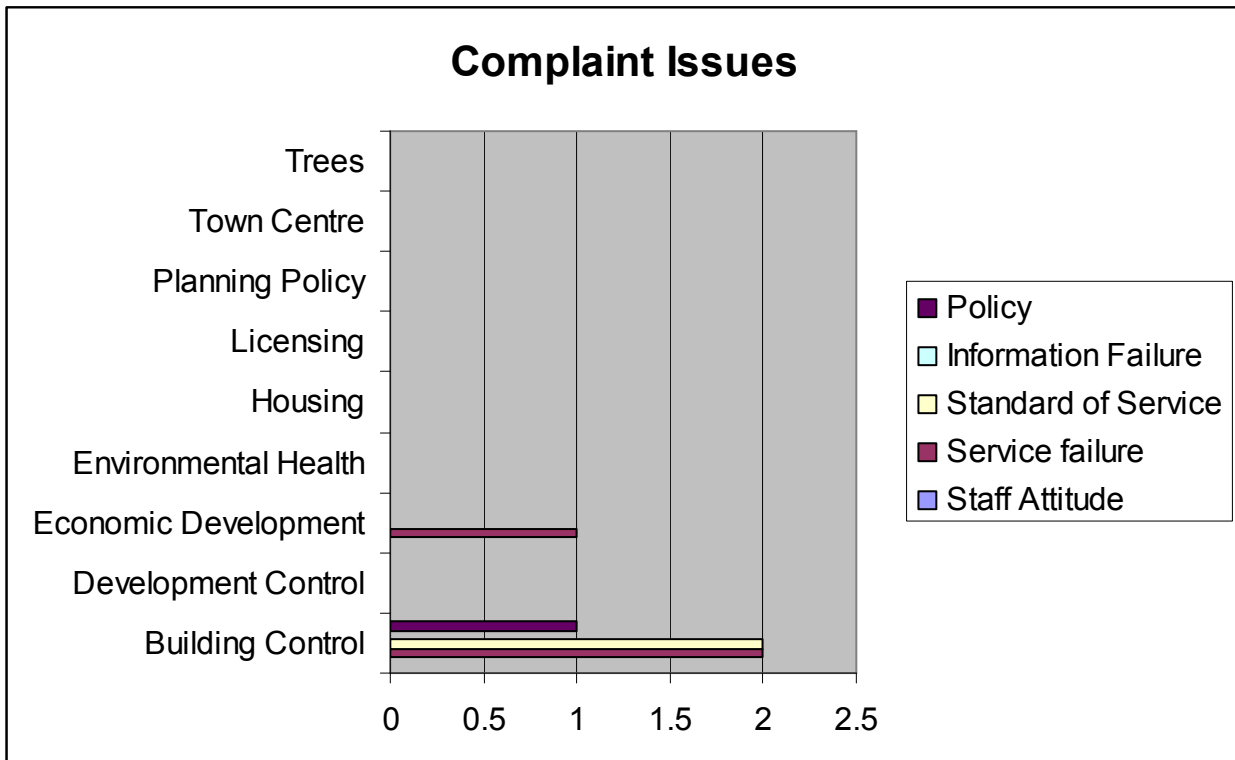


Figure 7

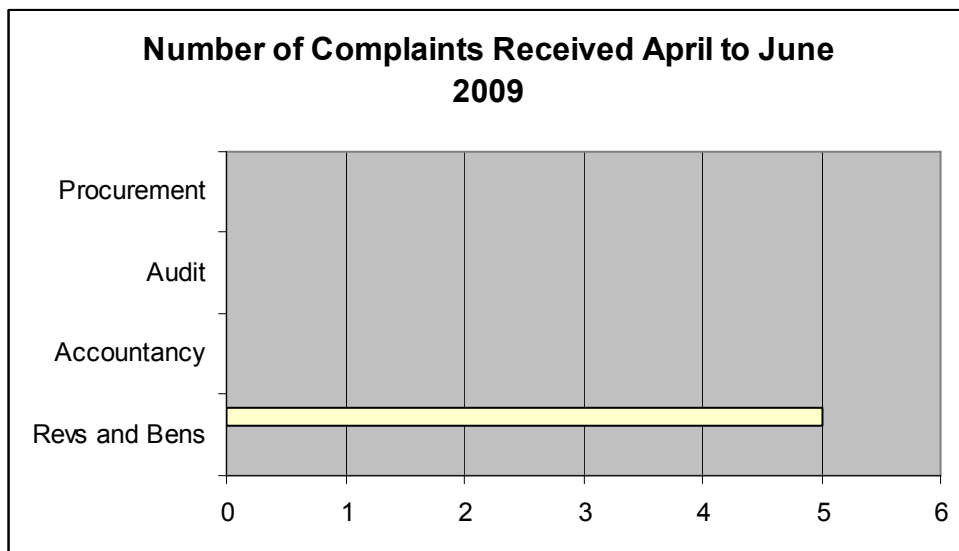
### Summary

The number of complaints for Planning and Environment Services decreased by 14% this quarter. The types of complaints are summarised below.

Complaint	Numbers	Justified
Objections/ information about planning applications/ local planning	4	0
Drainage	1	0
Staff Attitude	1	Partially upheld
<b>Totals</b>	<b>6</b>	<b>1 Partially upheld</b>

## 2.3 Complaints Received by Finance Department

Figure 8

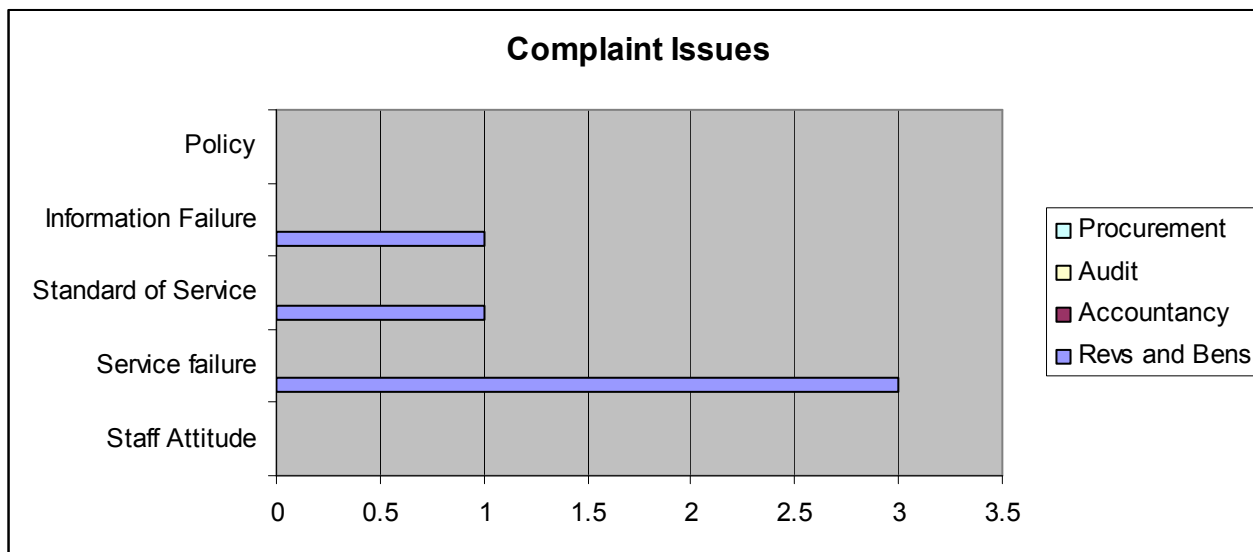


### Summary

The Finance Department received 5 complaints this quarter

### 2.3.1 Complaint Issues

Figure 9

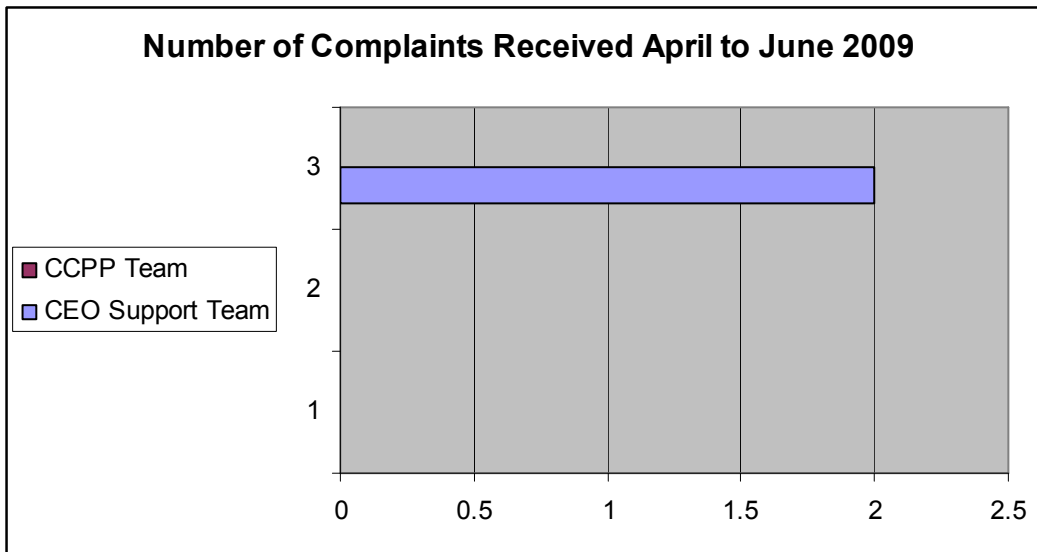


### Summary

Complaint	Numbers	Justified
Council Tax benefit	1	0
Housing benefit delay	1	0
Payments on line – Council Tax	1	Partially upheld
Personal documents lost by Council	1	Upheld
Benefits policy	1	0
<b>Totals</b>	<b>5</b>	<b>1 Upheld, 1 partially upheld</b>

## 2.4 Complaints received by Chief Executive's Department

Figure 10

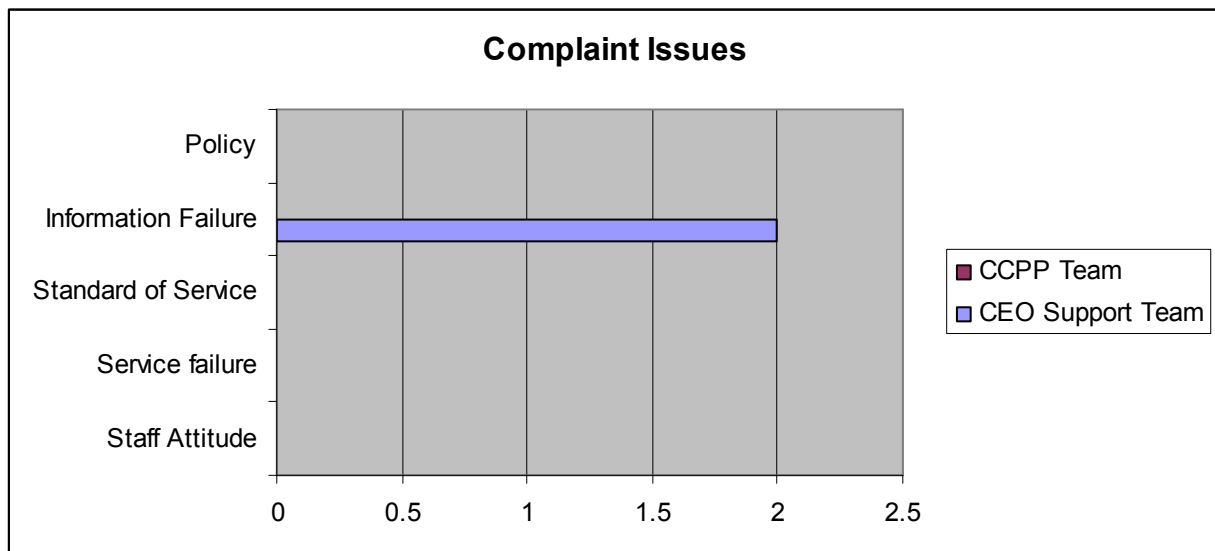


### Summary

The Chief Executives Department received 2 complaints this quarter

### 2.4.1 Complaint Issues

Figure 11



### Summary

The Chief Executives Department received 2 complaints this quarter, one was about the perceived lack of support to Bromsgrove Rovers and the other was from a persistent complainant accusing the Council of treating him unfairly and refusing to give him information whilst standing as a candidate in the County Elections. Both complaints were deemed as unjustified.

## **Section 3 Identified Trends and Recommendations for Improvement Actions**

### **3.1 Identified Trends**

The new Green Waste Charge has once again been the main cause of complaints this quarter with 40% of the total complaints received.

### **3.2 Recommendations for Improvement Actions.**

Effective communication and consultation with Customers is clearly a major factor in improving the publics' perception and understanding of Council services.

Co mingling of recycling collections is due to start this year and the Waste Policy Team working with the Communications Team held a communications focus group in May for customers, stakeholders and local press. The proposals for communicating the changes that co mingling will bring were presented and discussed. A briefing for Councillors has also been held to help them understand the changes so that they can communicate these to their constituents when required. This will also help with any negative publicity caused by a lack of understanding and information.