

Customer Feedback How did we do?



- Putting the Customer first
- October to December 2009



Bromsgrove
District Council

www.bromsgrove.gov.uk



Customer Feedback October to December 2009

How did we do?

Contents

| | Page |
|---|-------|
| Section 1 | |
| Corporate Analysis | |
| Customer Feedback received | 3 |
| Complaint justification | 5 |
| Complaint response | 5 |
| | |
| Section 2 | |
| Departmental Complaint Analysis | |
| Street Scene and Community Services Department | 6 - 7 |
| Planning and Environment Services Department | 8 - 9 |
| Finance Department | 10 |
| Chief Executives Department | 11 |
| | |
| Section 3 | |
| Identified Trends and Recommended Improvement Actions | |
| Identified Trends | 12 |
| Recommended Improvement Actions | 12 |

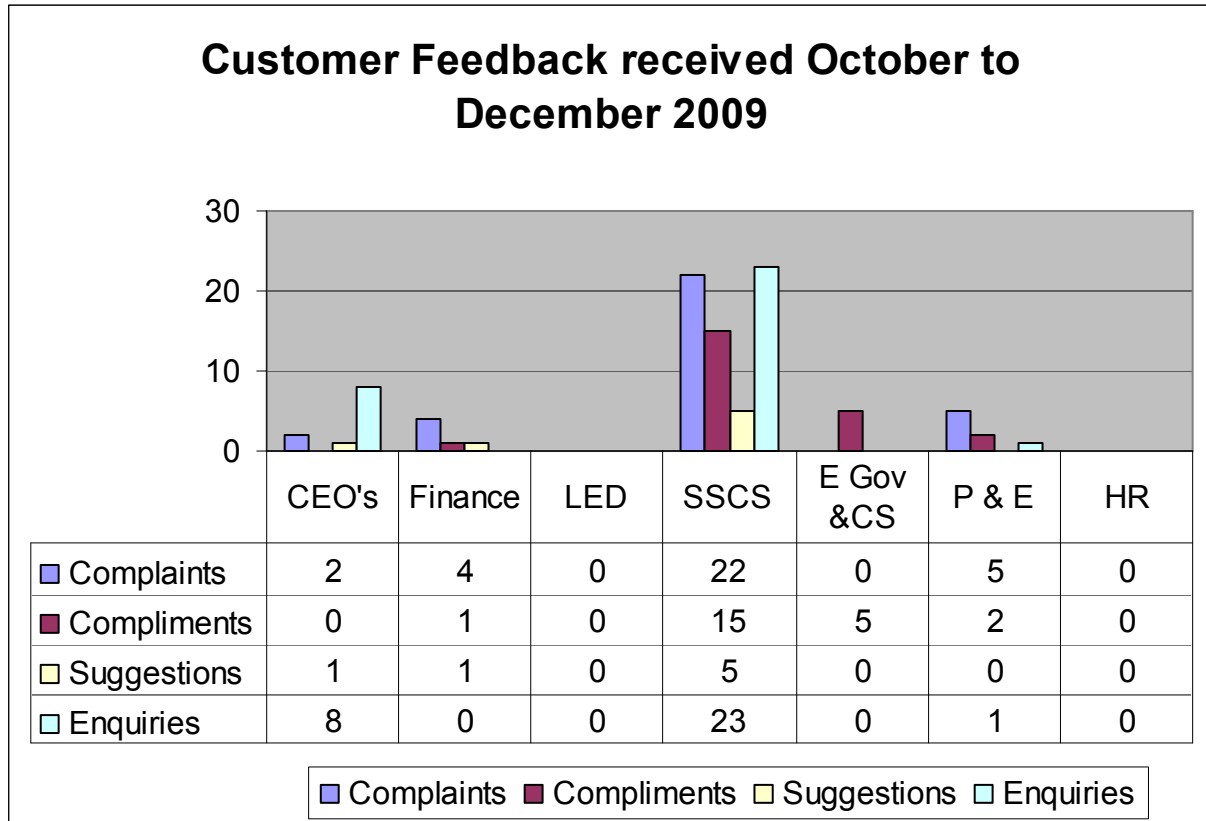
Customer Feedback Analysis Report October to December 2009

Section1 Corporate Analysis

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

1.1 Customer Feedback received

Figure 1

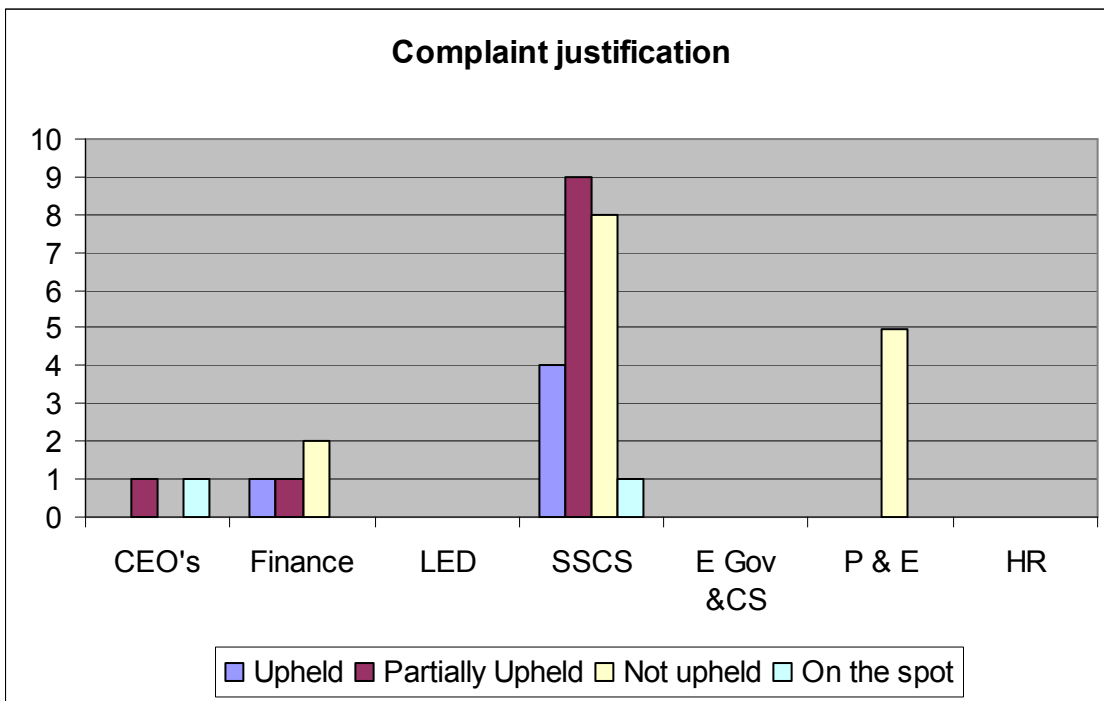


Summary

The Council received **33** complaints in the third quarter of 2009/10, an increase of **12 %** on last quarter. The number of compliments received also increased from **11** last quarter to **23** this quarter. The compliments received were from customers pleased with the new town centre toilets, for events organised by Sports Development and for the excellent service they received from the Waste, Street Cleansing, Benefits, Grounds Maintenance, Development Control and Customer Services.

1.2 Complaint Justification

Figure 2

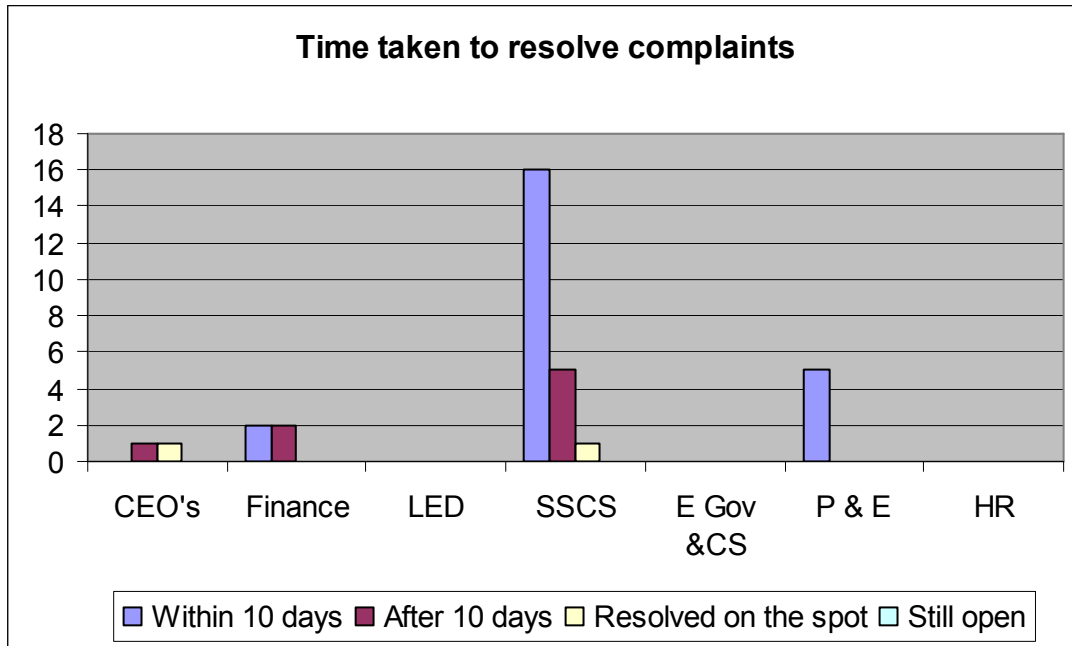


Summary

The number of complaints received this quarter has increased by **12%** with **30%** of complaints recorded as unjustified. This is higher than last quarter and is due to complaints from residents not being able to receive a recycling service from April 2010 due to the change from boxes to wheelie bins and the large vehicle that is required to collect them not being able to access their road. These were deemed as partially upheld.

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 70% of complaints within 10 days
- 24% were completed between 10 – 20 days.
- 6% were dealt with on the spot.
- Customers are informed if the complaint investigation will take longer than the 10 day standard

Section 2 Departmental Complaint Analysis

Please note that Legal, Equality and Democratic Services, the Human Resources Departments and E Government and Customer Services 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

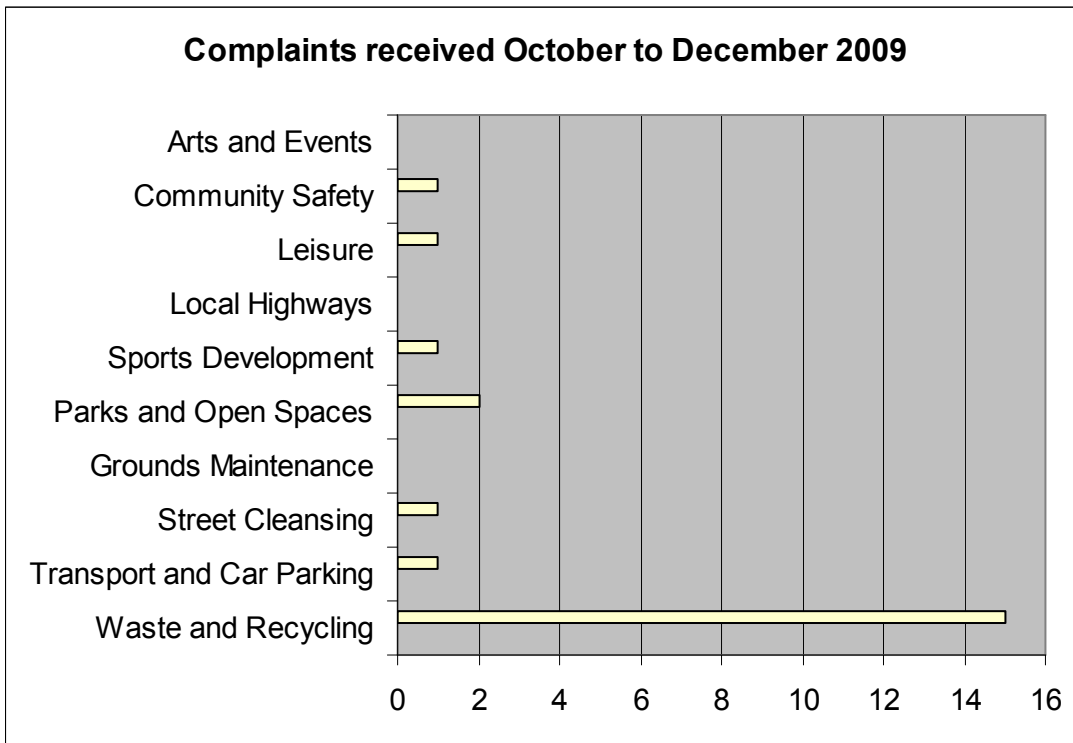


Figure 4

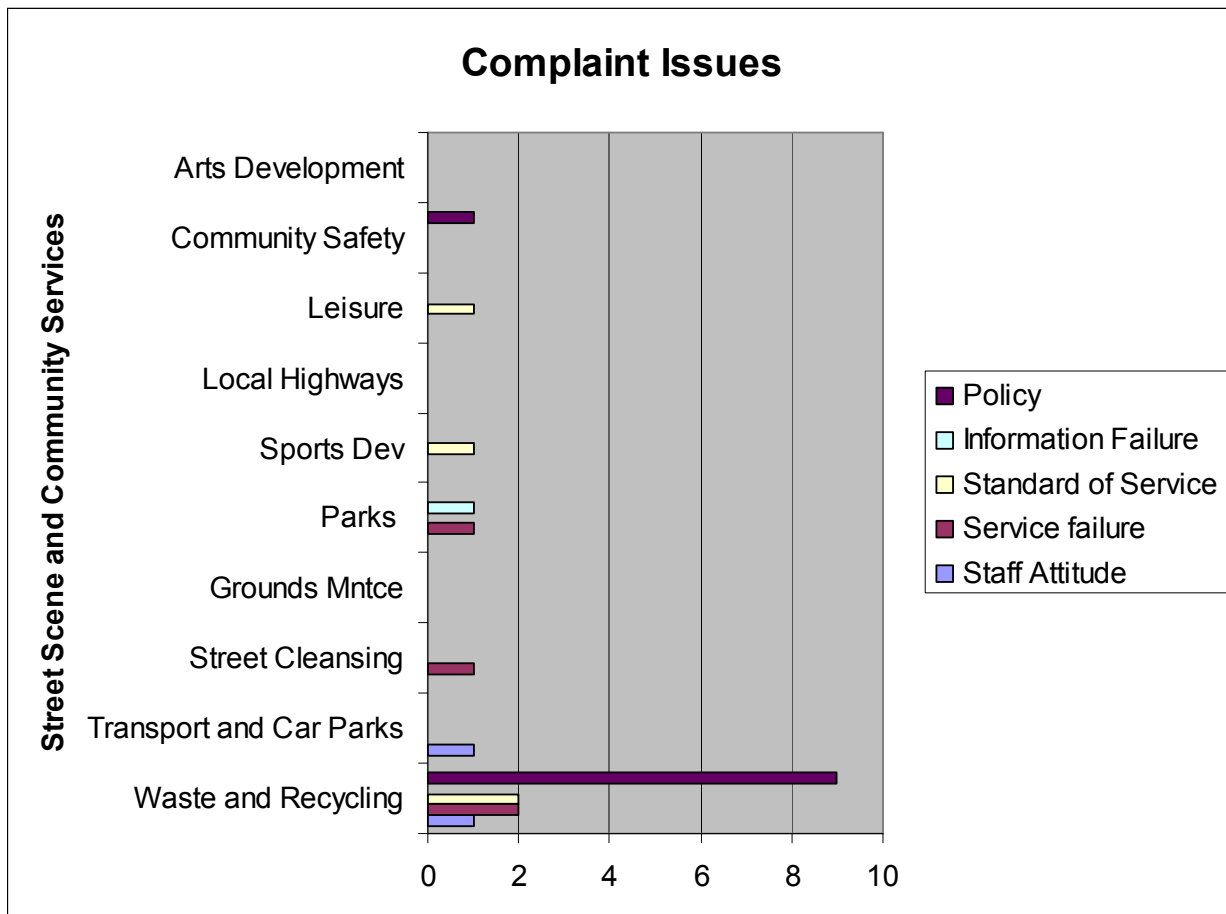
Summary

The Street Scene and Community Services Department received **22** complaints during this quarter which are broken down into services as below:

| | |
|---------------------------|----|
| Waste and Recycling | 15 |
| Transport and Car Parking | 1 |
| Street Cleansing | 1 |
| Sports Development | 1 |
| Parks and Open Spaces | 2 |
| Community Safety | 1 |
| Leisure | 1 |

2.1.1 Complaint Issues - Street Scene and Community Department

Figure 5



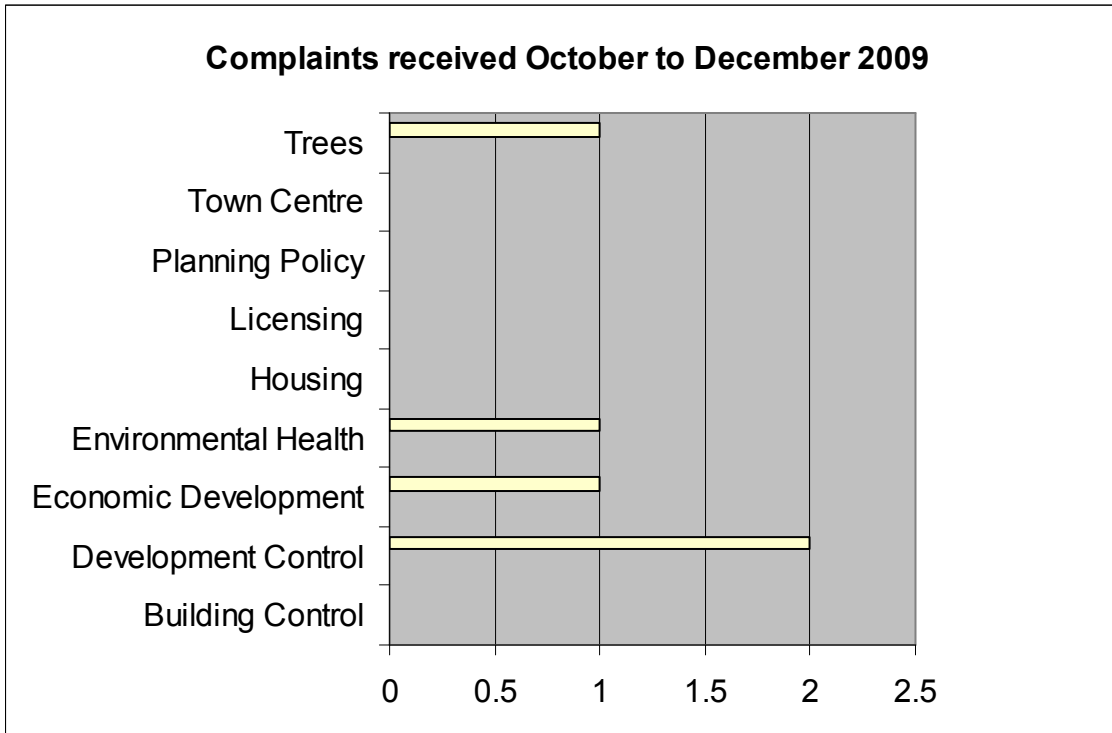
Summary

The number of complaints received for Street Scene and Waste Management has increased by **13%** this quarter. Of the complaints received, **72%** were deemed either partially or fully upheld. The types of complaint are summarised below.

| Complaint | Numbers | Justified |
|--|-----------|--|
| Fence causing anti social problems | 1 | Not upheld |
| Assisted refuse collection | 3 | 1 upheld 1 partially upheld 1 not upheld |
| Policy – Car park Charges, green waste and recycling | 11 | 3 not upheld, 2 upheld, 6 partially upheld |
| Staff Attitude (refuse) | 1 | 1 upheld |
| Damage caused by refuse lorry | 1 | 1 not upheld |
| Poor customer service- Leisure | 1 | 1 Upheld |
| Play area in park | 1 | 1 Not upheld |
| Standard of coaching course | 1 | 1 Partially upheld |
| Standard of driving refuse lorry | 1 | 1 upheld |
| Cancellation of Allotment Meeting | 1 | 1 not upheld |
| Totals | 22 | 8 not upheld, 8 partially upheld 6 upheld |

2.2 Complaints received by Planning and Environment Services Department

Figure 6



Summary

The Planning and Environment Services Department received **5** complaints during this quarter

2.2.1 Complaint Issues – Planning and Environment Services Department

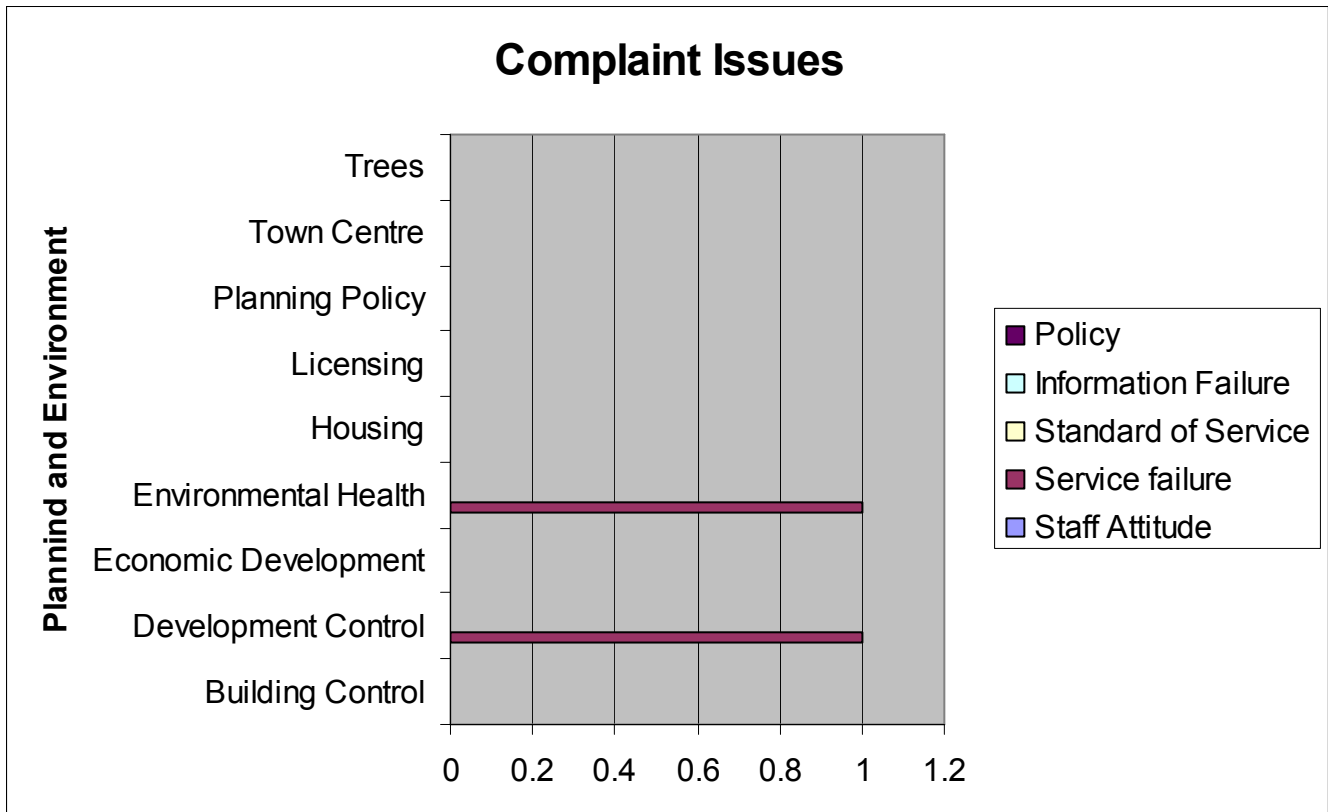


Figure 7

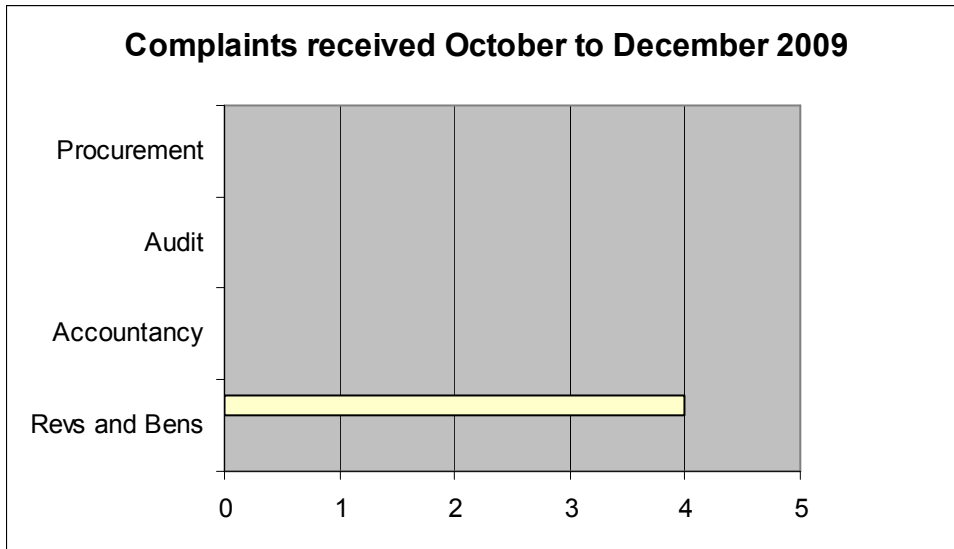
Summary

The number of complaints received this quarter is 1 lower than last quarter and all were deemed as unjustified. The types of complaints are summarised below.

| Complaint | Numbers | Justified |
|---|----------|---------------------|
| Objections/ information about planning applications/ local planning | 2 | 2 not upheld |
| Start up Grant | 1 | Not upheld |
| Vermin | 1 | Not upheld |
| Trees - lack of info | 1 | Not upheld |
| Totals | 5 | 5 Not upheld |

2.3 Complaints Received by Finance Department

Figure 8

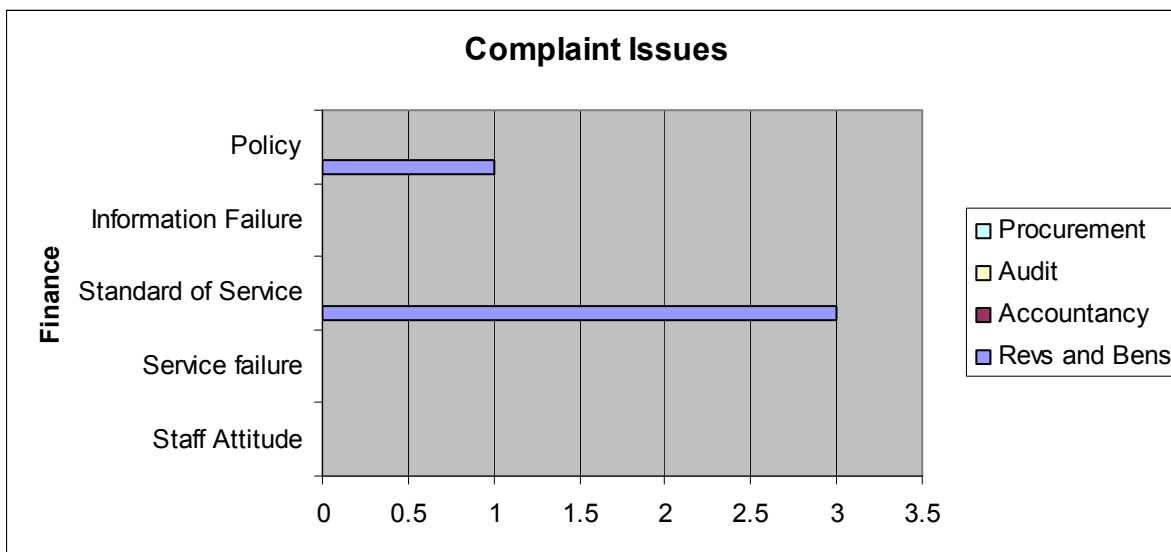


Summary

The Finance Department received **4** complaints this quarter

2.3.1 Complaint Issues

Figure 9

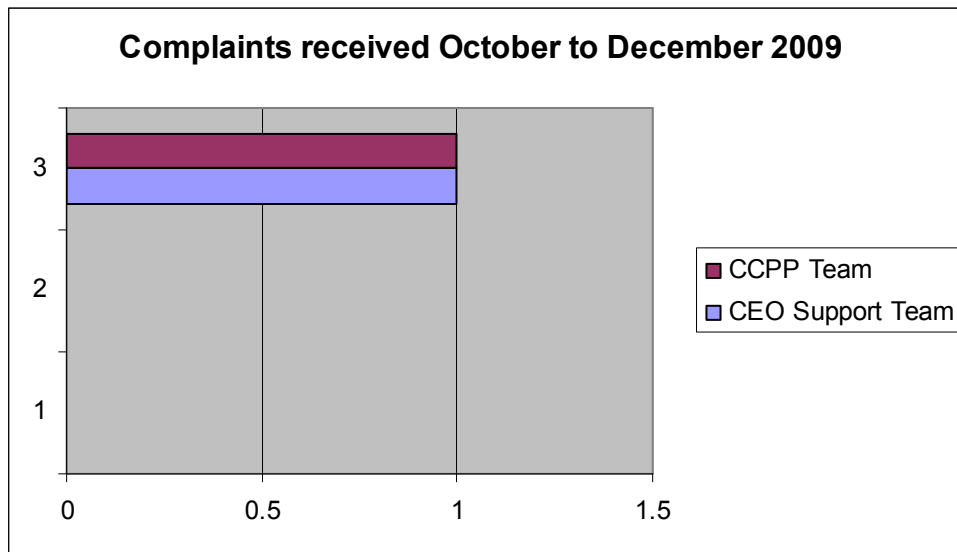


Summary

| Complaint | Numbers | Justified |
|---------------------|----------|--|
| Council Tax benefit | 2 | 2 Not upheld |
| Housing Benefit | 2 | 1 Partially Upheld 1 upheld |
| Totals | 4 | 2 not upheld 1 upheld, 1 partially upheld |

2.4 Complaints received by Chief Executive's Department

Figure 10

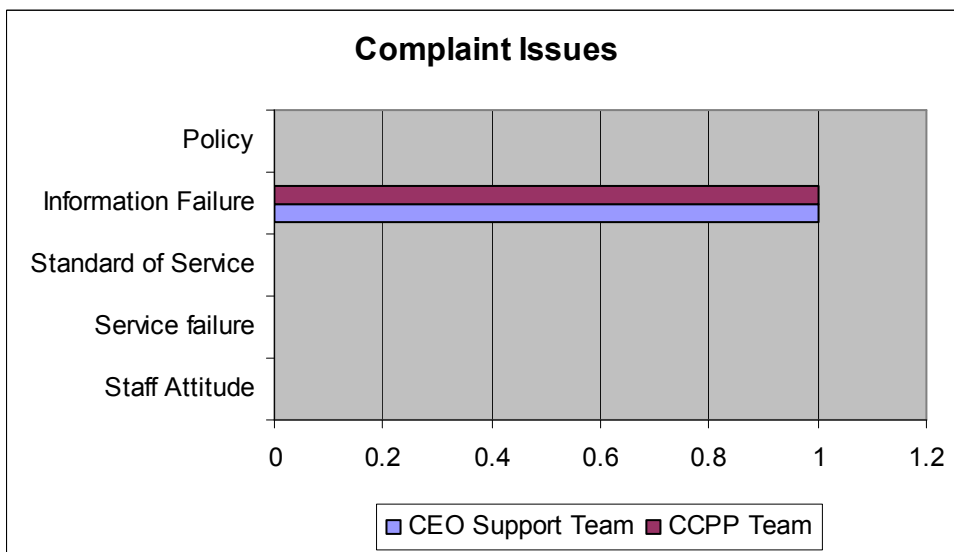


Summary

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, with 1 about incorrect information in Together Bromsgrove which was upheld and 1 regarding a County highways issue.

Section 3 Identified Trends and Recommendations for Improvement Actions

3.1 Identified Trends

There has been a small increase (**12%**) in the number of complaints received by the Council during this quarter which is expected when a new service (co mingled recycling) is communicated to customers. A significant **47%** increase on last quarter in justified complaints received by Street Scene and Community Service has been found to be due to the new co mingled service not being available to all residents because of access issues – all were recorded as partially upheld. However it is important to note that compared to the same period in 2008/9 there has been a **30%** decrease in complaints and a **52%** increase in compliments.

3.2 Recommendations for Improvement Actions.

The figures for the last twelve months show that there has been a consistent improvement in performance and complaint handling. However during analysis the Customer First Officer found anomalies in the data recorded which indicates that there is a need to for refresher training for staff on the customer feedback system. This will be picked up over the next few months with the relaunch of the customer champions working group.