

Customer Feedback How did we do?



- Putting the Customer first
- April to June 2010



Bromsgrove
District Council

www.bromsgrove.gov.uk



Customer Feedback April to June 2010

How did we do?

Contents

	Page
Section 1	
Corporate Analysis	
Customer Feedback received	3
Complaint justification	4
Complaint response	5
Section 2	
Departmental Complaint Analysis	
Customer Services	6
Environmental Services	7- 8
Legal, Equalities and Democratic Services	9
Leisure and Cultural Services	10
Planning and Regeneration	11
Resources	12
Section 3	
Identified Trends and Recommended Improvement Actions	13

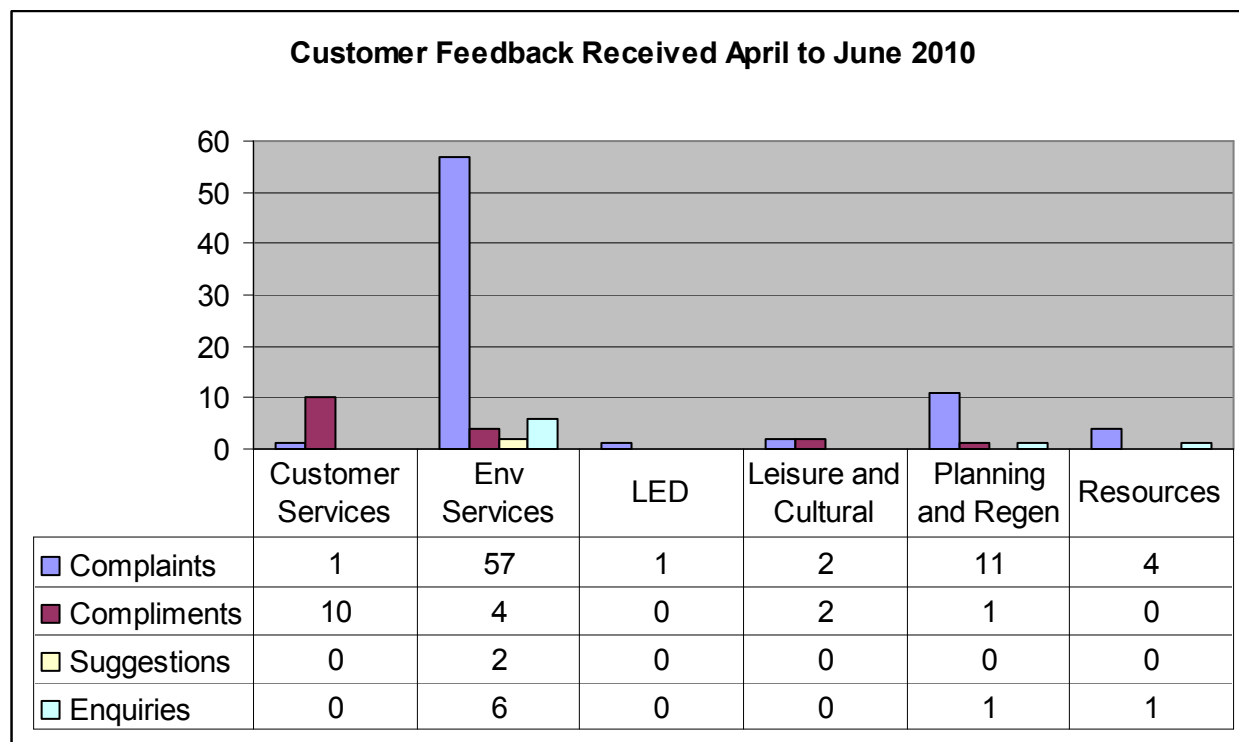
Customer Feedback Analysis April to June 2010

Section1 Corporate Analysis

This section discusses the customer feedback data recorded for the Council but only features the departments that have received feedback.

1.1 Customer Feedback received

Figure 1

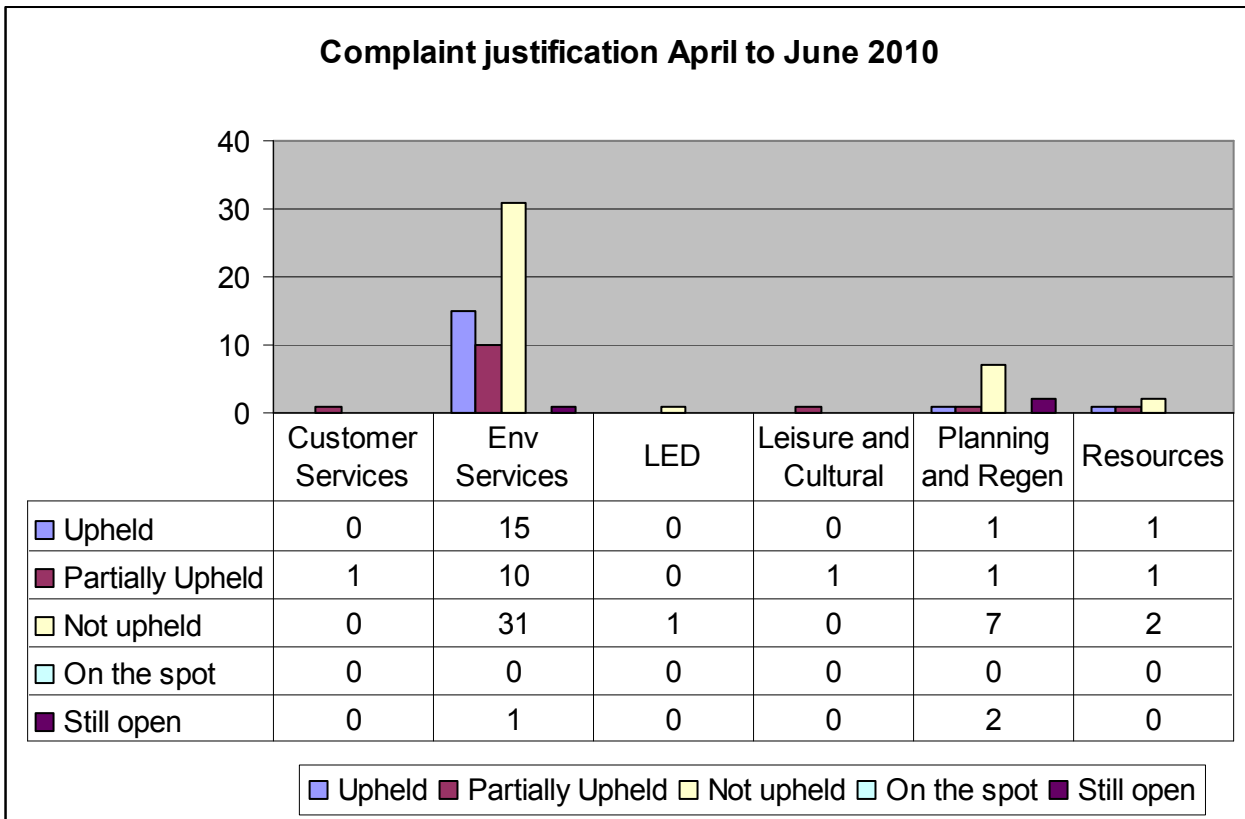


Summary

The Council received 76 complaints in the first quarter of 2010/11 – 5 more than in the last quarter of 2009/10. The number of compliments received decreased from 26 last quarter to 17 this quarter. The compliments received were from customers pleased with events organised by Sports Development and for the excellent service they received from the Customer Service Centre, Waste Team, Environmental Health and Street Cleansing Team.

1.2 Complaint Justification

Figure 2

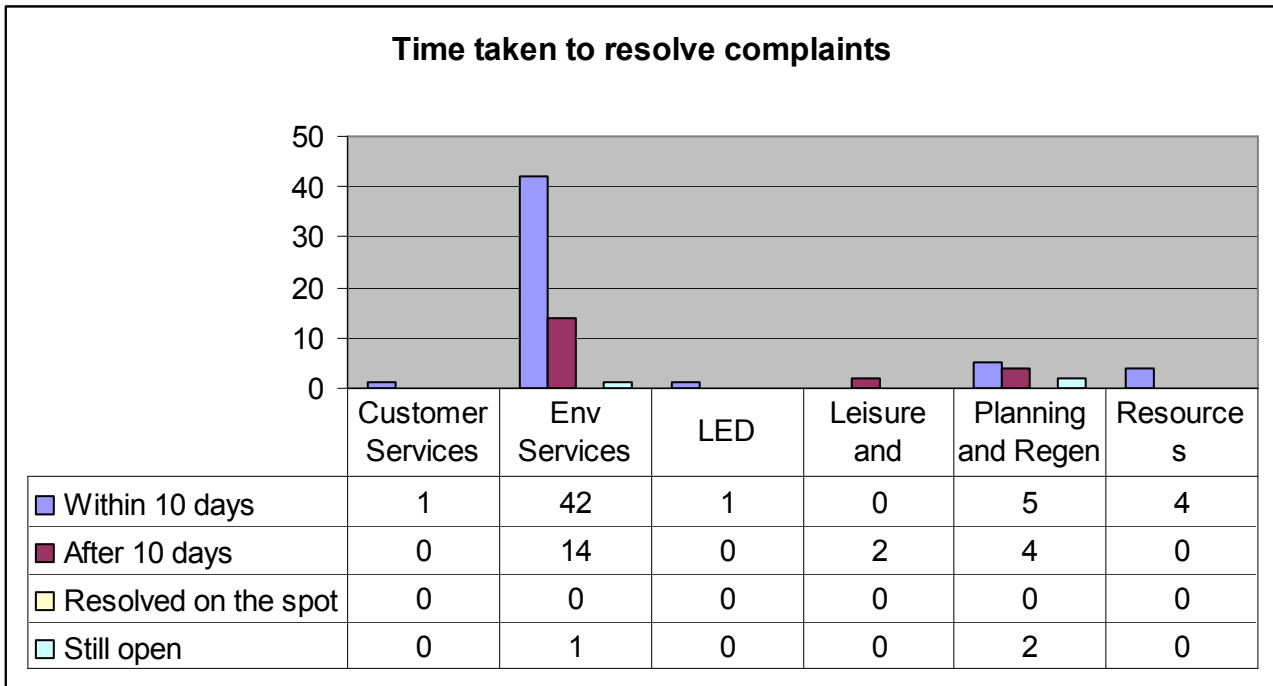


Summary

The number of complaints found unjustified this quarter is 54% which is a **10 %** decrease on last quarter. The increase in the number of complaints being upheld is mainly due to new brown and green bins not being delivered on time (42%) and subsequent missed collections.

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.

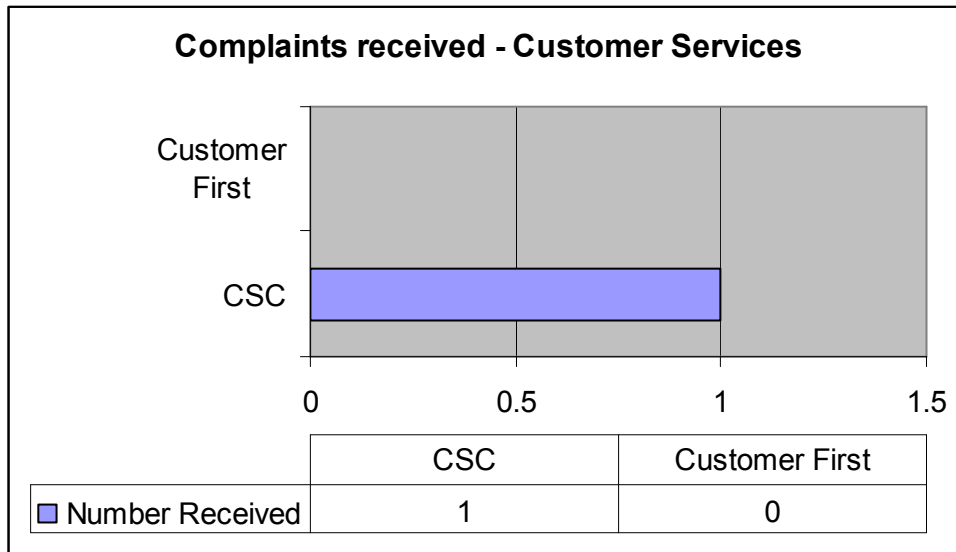
In this quarter we

- dealt with **57%** of complaints within 10 days – this a decrease of **46%** from last quarter
- dealt with **26%** of complaints between 10 – 20 days.
- dealt with **17%** of complaints between 20 – 30 days
- Customers are informed if the complaint investigation will take longer than the 10 day standard

Section 2 Departmental Complaint Analysis

2.1 Customer Services - Complaints Received

Figure 4

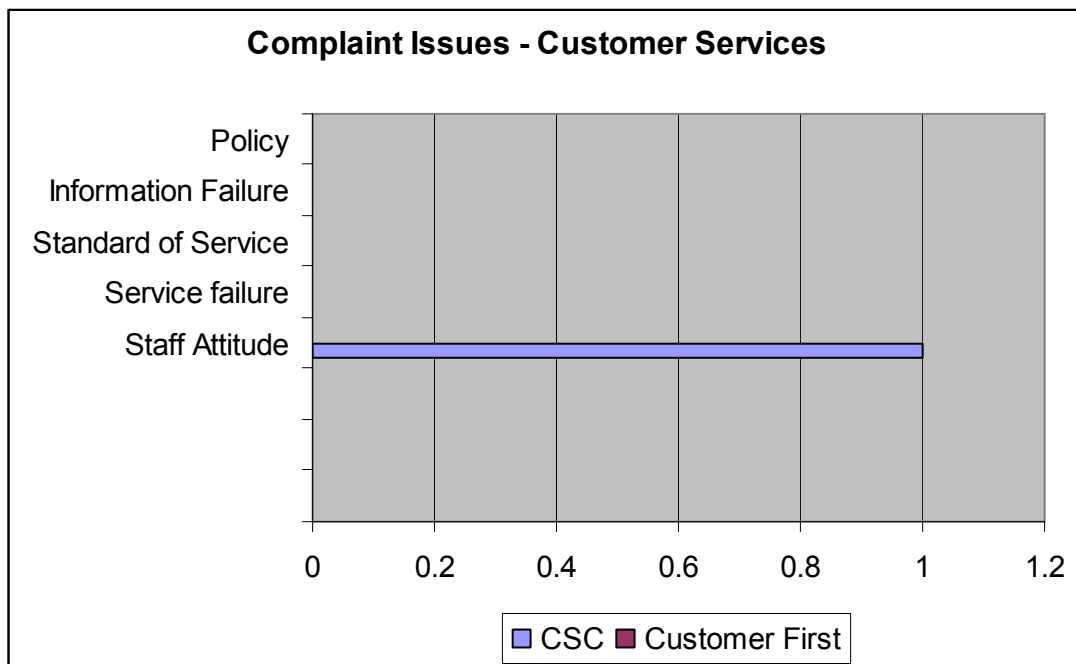


Summary

The Customer Services Department received 1 complaint during this quarter.

2.1.1 Complaint Issues

Figure 5

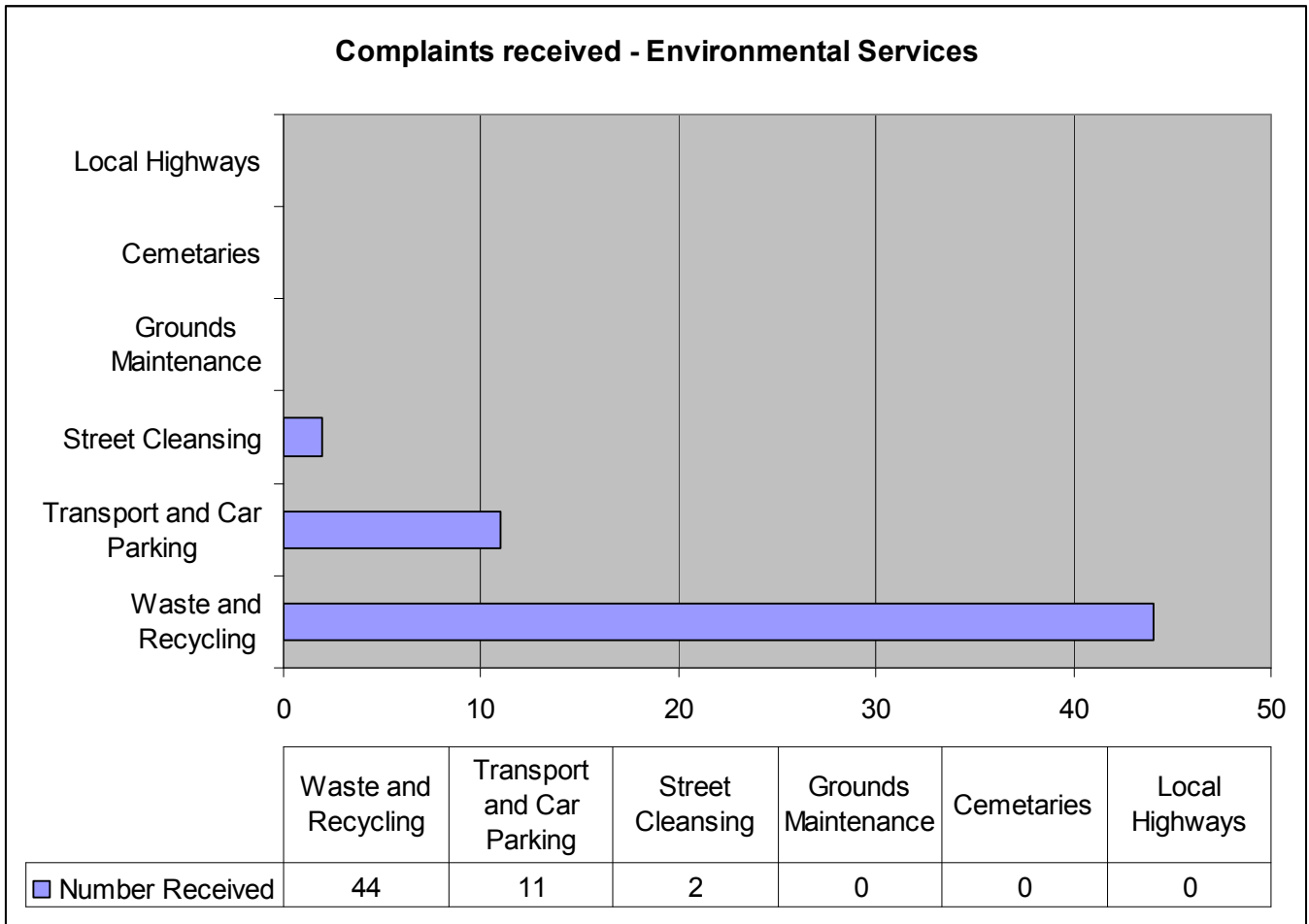


Summary

The complaints received for the Customer Service Centre was about the unhelpful attitude of a Customer Service Advisor.

2.2 Complaints received by Environmental Services Department

Figure 6

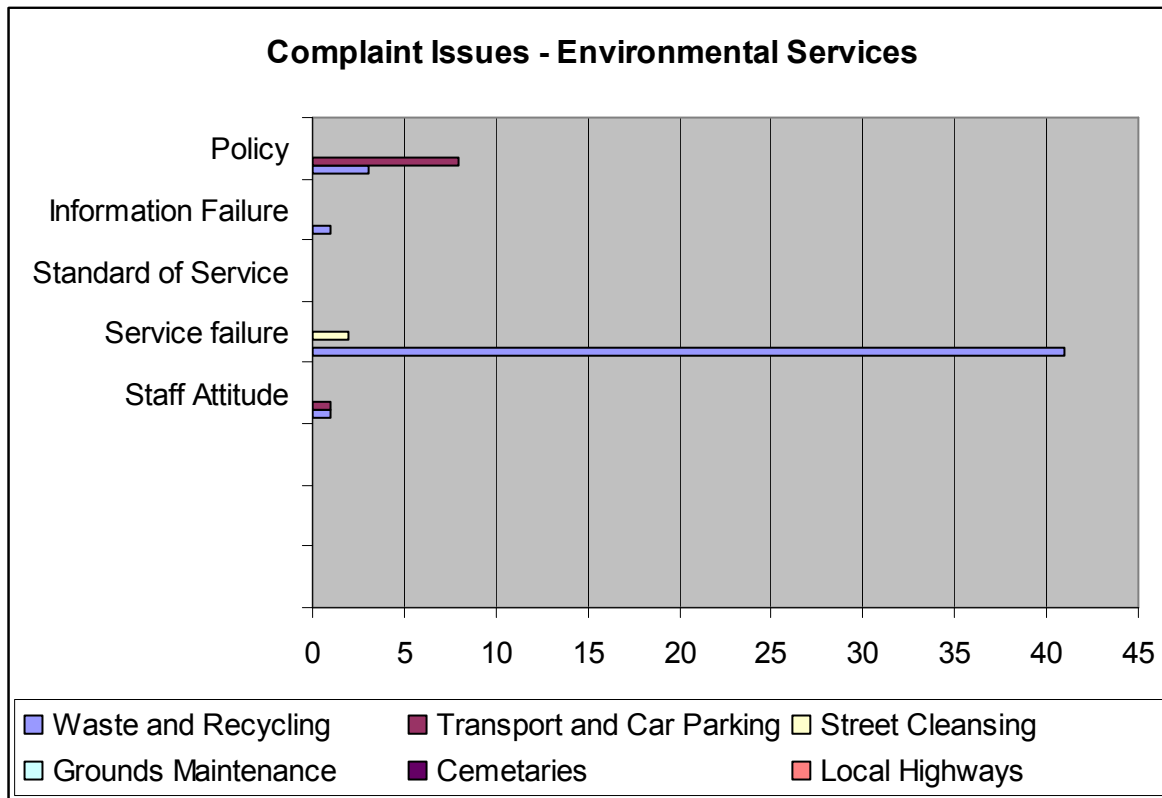


Summary

Environmental Services Department received **57** complaints during this quarter

2.2.1 Complaint Issues – Environmental Services Department

Figure 7



Summary

77% of the complaints received for Environmental Services were for Waste and Recycling Services.

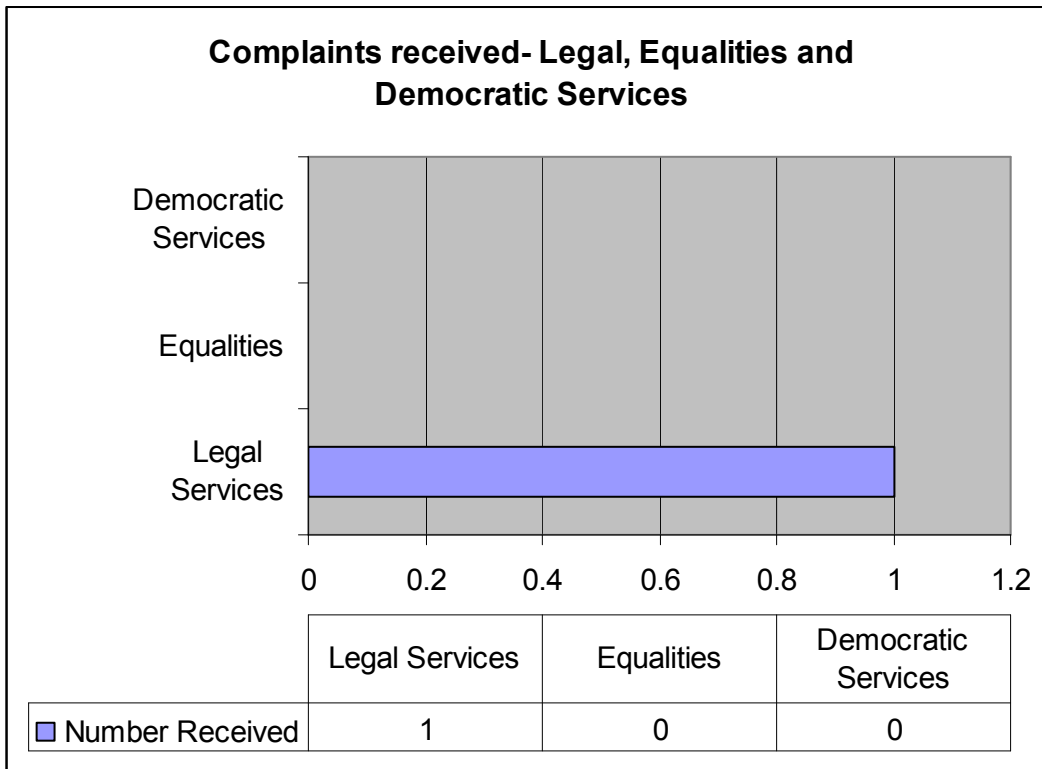
2.2.2 Complaint Issues

The types of complaint received for Environmental Services are summarised below:

Complaint	Numbers	Justified
Delivery delays brown/green bins	25	14 not upheld 7 upheld 4 partially upheld
Problems with recycling	3	1 Not upheld 1 partially upheld 1 upheld
Missed Bins	4	1 partially upheld 3 not upheld
Assisted refuse collection missed	4	3 upheld, 1 partially upheld
Bins not replaced properly	4	2 partially upheld, 1 upheld 1 not upheld
Fly tipping	1	1 upheld
Damage to property by refuse wagon	1	1 not upheld
Policy – Car park Charges	10	10 not upheld
Staff Attitude 1 Car Parks, 1 Waste)	2	1 not upheld, 1 partially upheld
Lack of information re new collections	1	1 partially upheld
Dirty streets	1	1 Upheld
Totals	56 (1 still open at time of reporting)	31 not upheld, 10 partially upheld, 15 upheld

2.3 Complaints Received by Legal, Equalities and Democratic Services Department

Figure 8

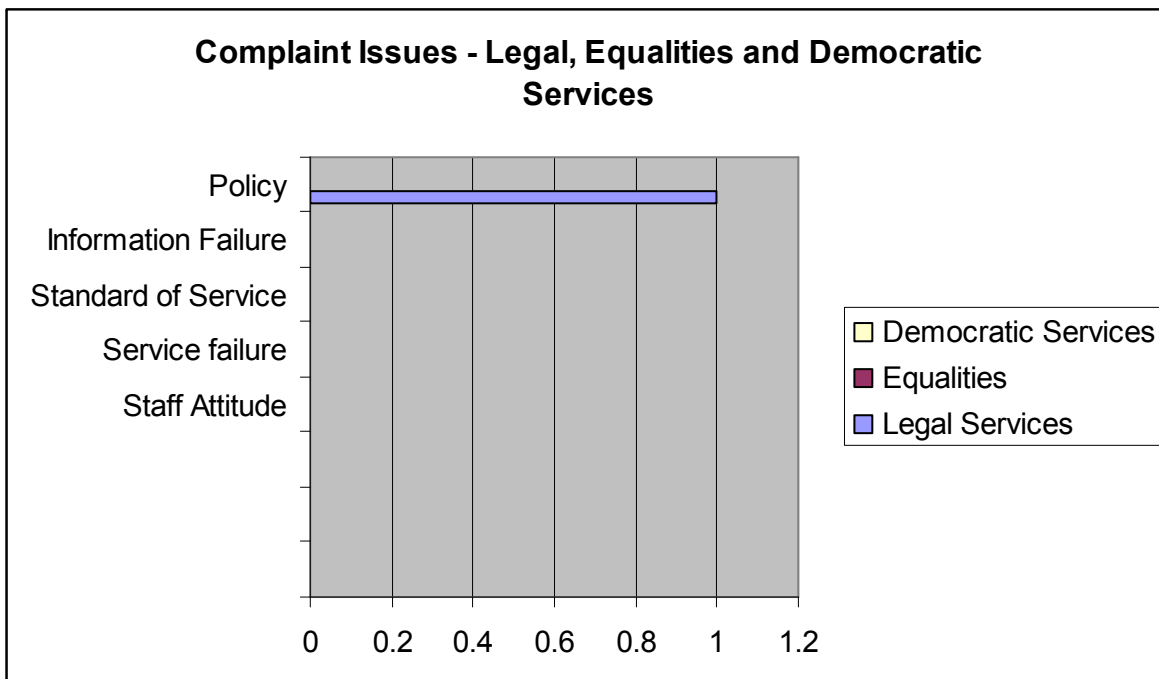


Summary

Legal, Equalities and Democratic Services received 1 complaint this quarter

2.3.1 Complaint Issues

Figure 9

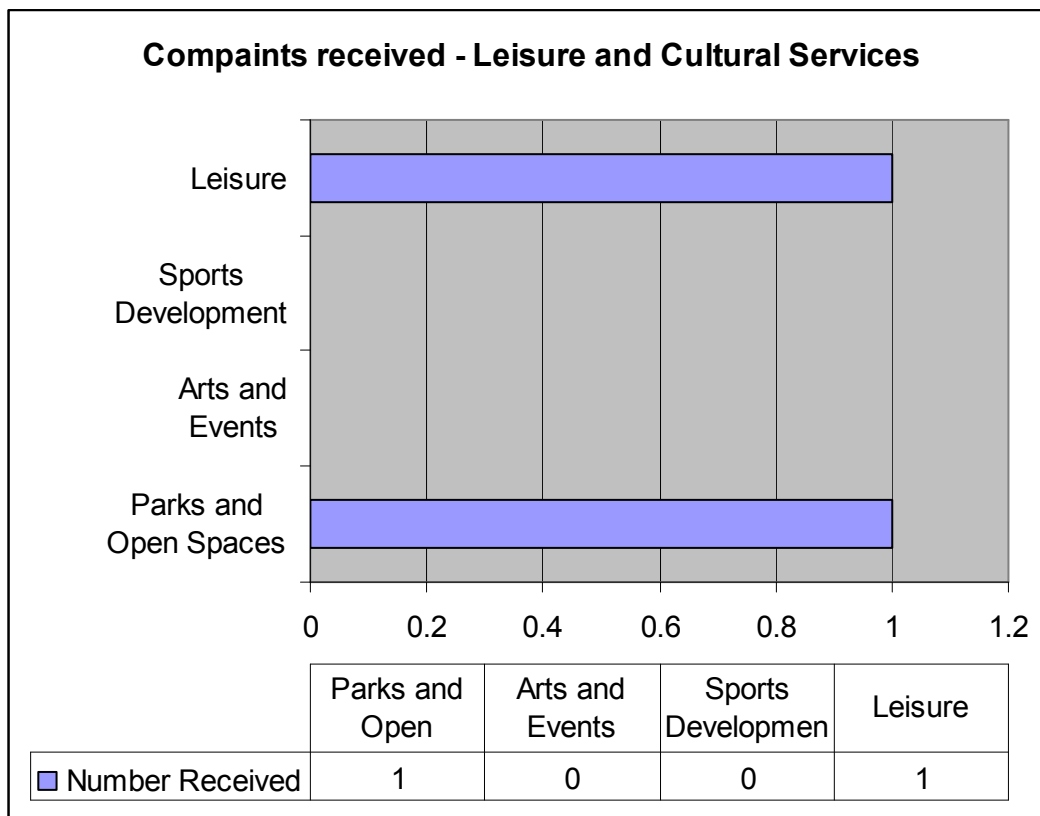


Summary

The complaint received was about the procedure at a planning committee meeting.

2.4 Complaints received by Leisure and Cultural Services

Figure 10

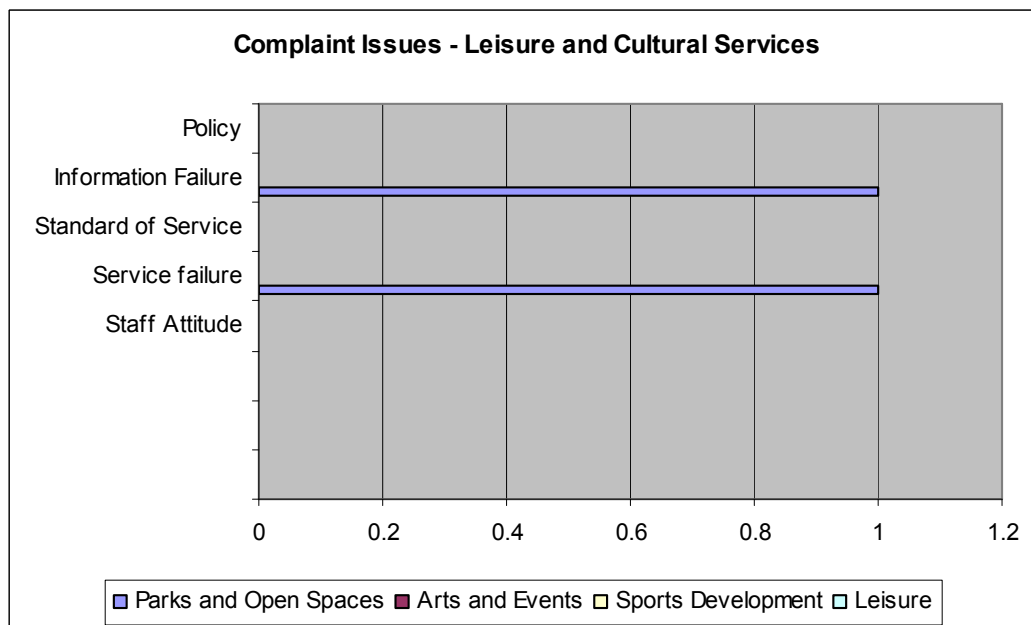


Summary

The Leisure and Cultural Department received **2** complaints this quarter

2.4.1 Complaint Issues

Figure 11

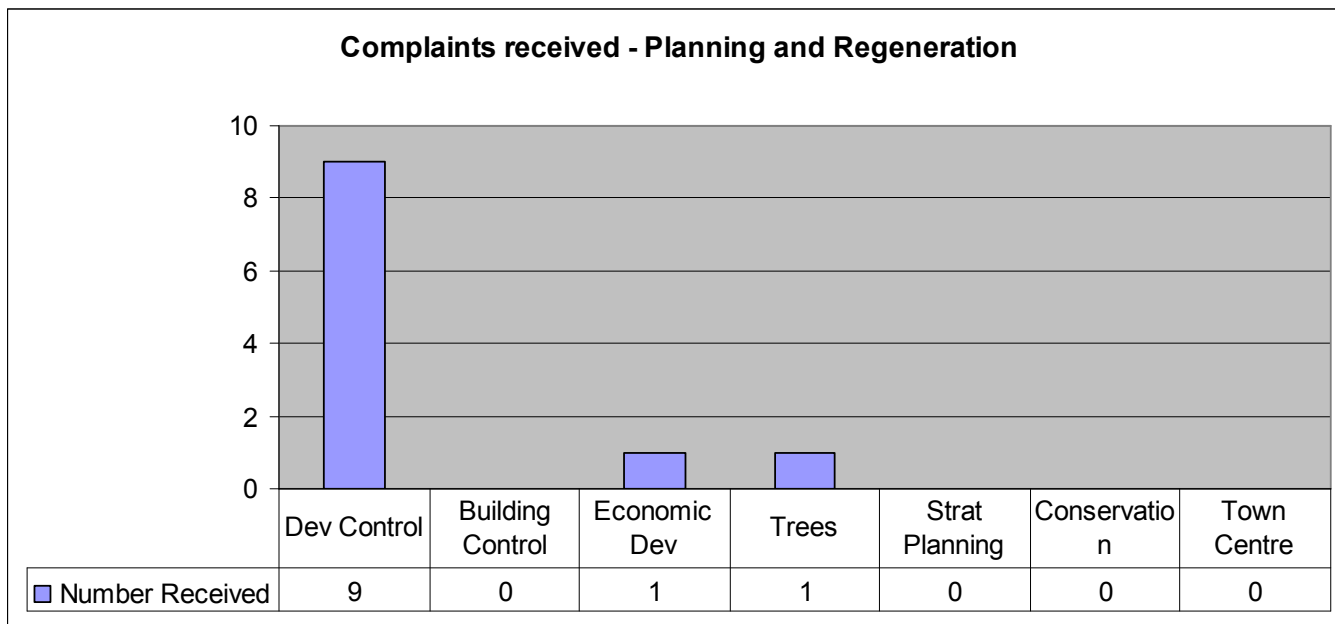


Summary

The two complaints received by Leisure and Culture during this quarter were about parking for walkers in Sanders Park and about signage and information on parking tickets at the Dolphin Leisure Centre – both have now been rectified.

2.5 Complaints Received by Planning and Regeneration Dept

Figure 12

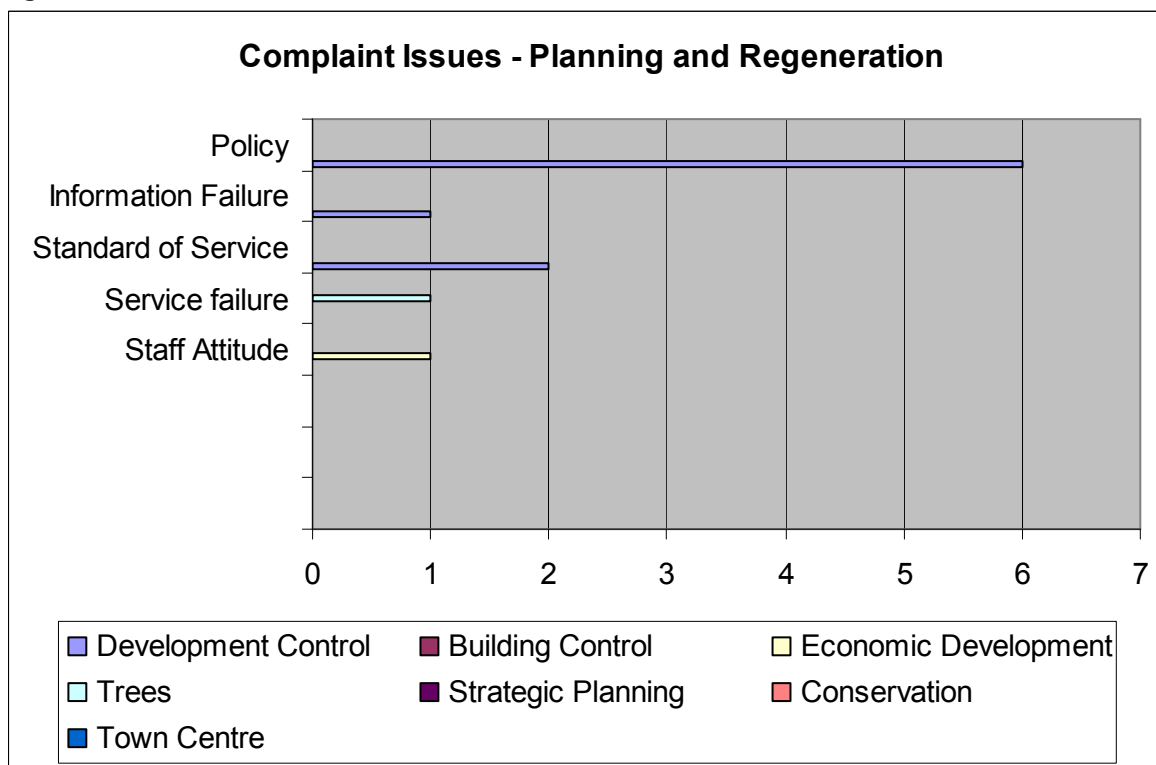


Summary

The Planning and Regeneration Team received complaints during this quarter.

2.5.1 Complaint Issues

Figure 13

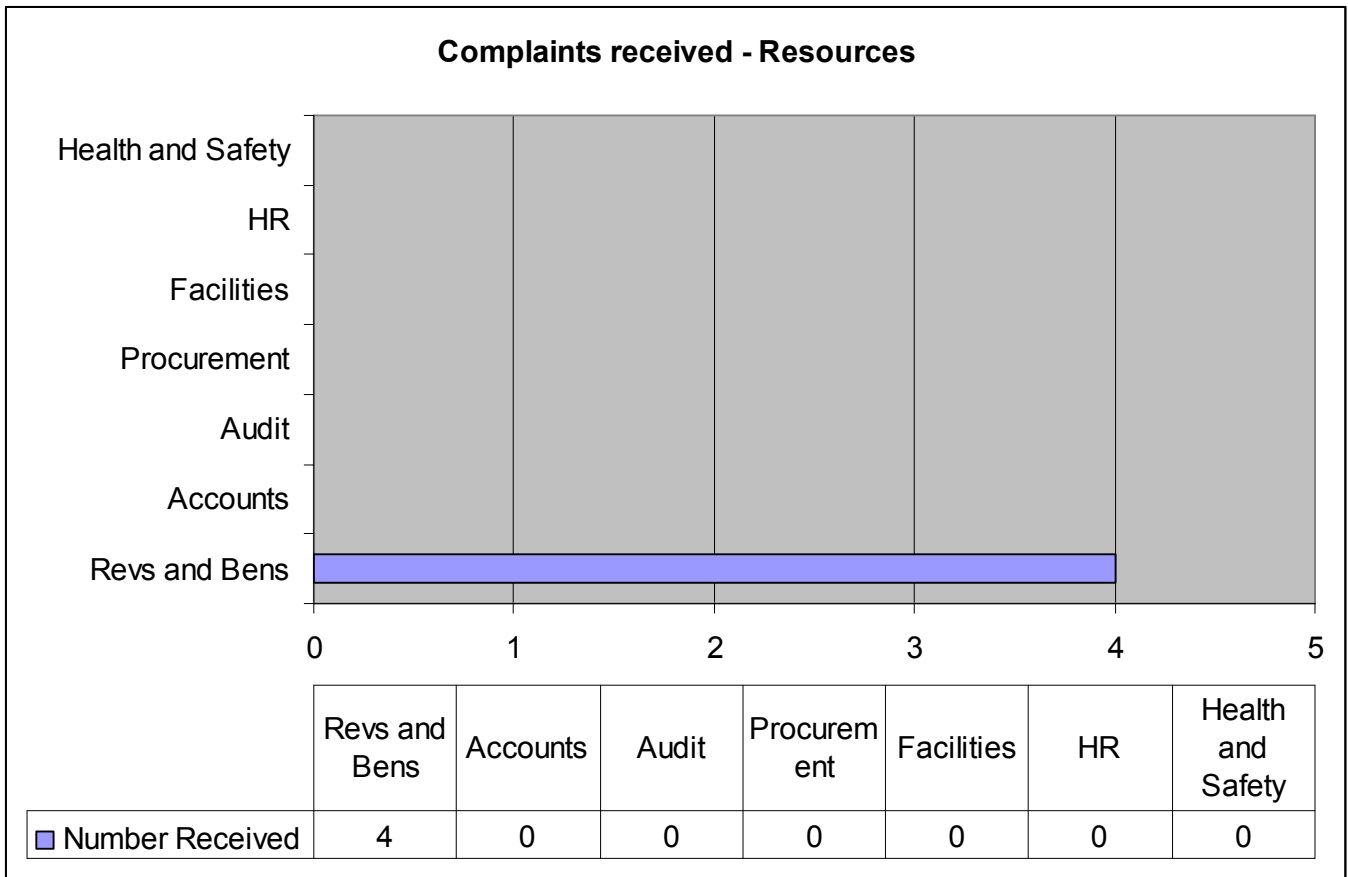


Summary

Complaint	Numbers	Justified
Objections/ information about planning applications/	9	7 not upheld, 1 upheld, 1 partially upheld
Trees - lack of info	1	Still open
Parking of Market Van	1	Not upheld
Totals	11	8 Not upheld, 1 upheld, 1 partially upheld, 1 still

2.6 Complaints Received by Resources Dept

Figure 14

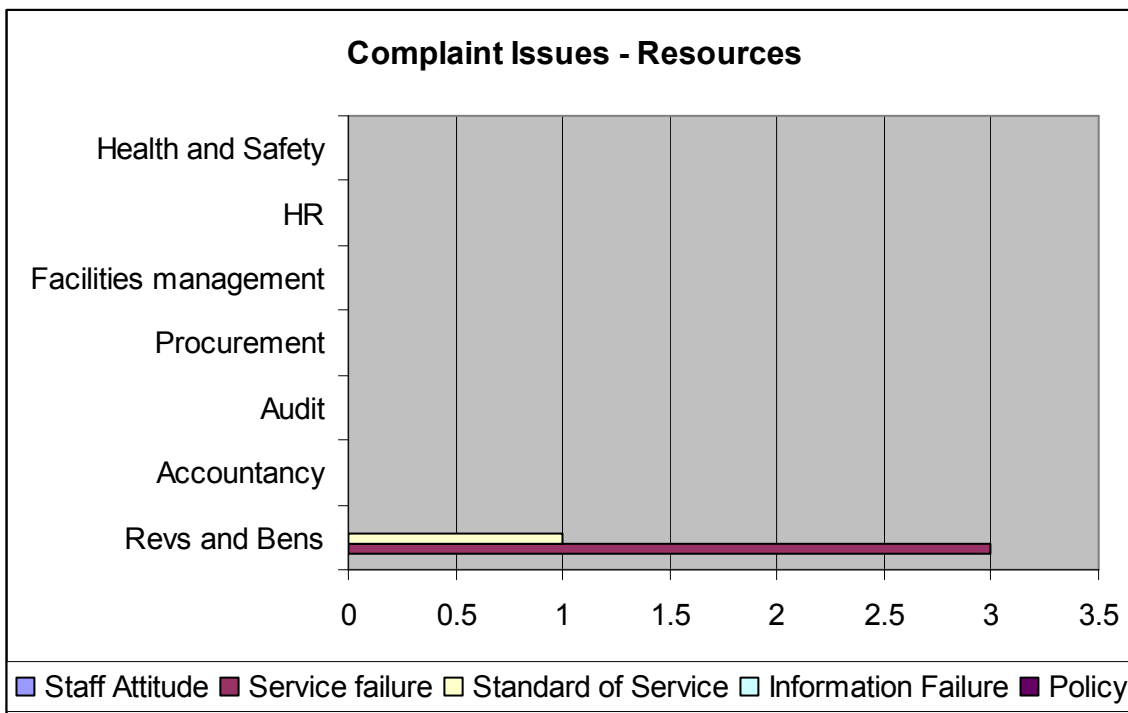


Summary

The Resources Department received 4 complaints during this quarter.

2.6.1 Complaint Issues

Figure 15



Summary

Three complaints received were about Benefit claims and 1 about Council Tax.

Section 3

Identified Trends and Recommendations for Improvement Actions

3.1 Identified Trends

42% of the complaints received this quarter are due to the delay in delivering new brown bins and green bins. The delays have also had a knock on effect on the number of complaints received about collection problems being 11% of the total number of complaints received.

3.2 Recommendations for Improvement Actions.

The Head of Environmental Services has recently submitted a lessons learned report to the Performance Management Board on the implementation of the changes to the recycling and garden waste services. This report addresses all the issues that have led to a significant number of customer complaints received since the introduction of the changes. Funding issues to maintain stock levels of bins, improving the delivery service, financial processes and customer records have been identified as key factors to consider for any future projects.

It is only by listening to our customers that we can find out how well we are performing. Capturing complaints and customer feedback helps us identify where we need to make service improvements. However, we need to ensure that the Council's customer feedback system is being used correctly to capture the information needed to make real changes. The Customer First Officer will be briefing the Corporate Management Team on the customer feedback policy and system so that they can encourage their teams to confidently deal with complaints and other feedback. Awareness/Refresher training is also being considered for major users of the system and new staff members.