

Bolsover District Council

Executive

4th December 2017

Customer Service Standards and CCC Report 2017/18 –
1st April 2017 to 30th September 2017

Report of the Portfolio Holder for Corporate Services

This report is public

Purpose of the Report

- To provide information on the Council's performance in relation to its customer service standards.
- To provide information on the effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve its services.
- To provide information on the number of compliments, comments and complaints for the period 1st April 2017 to 30th September 2017.

1 Report Details

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards across the organisation and provides supporting evidence for Customer Service Excellence. Elected Members will note that Customer Service Excellence is compliance checked annually to ensure that the organisation still meets the standard.

Customer Service Standards

Appendix 1 provides a breakdown of the key customer service standards by quarterly period, together with the target and the cumulative performance for each standard.

Telephones

Target - 93% to be answered within 20 seconds

Appendix 2 shows the performance between 1st April 2017 and 30th September 2017 by quarterly period. The report identifies 93% (93% achieved for Q1 and 94% for Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. Those departments not achieving the key customer service standard of 93% for these periods were:

Quarter 1

- Customer Service (& Improvement) 81%
- Planning 85%
- Legal & Governance (excluding Elections) 86%
- Leisure 87%
- Property & Estates 92%

Quarter 2

- Planning 88%
- Leisure 92%

Contact Centres

Target - 80% of incoming calls to be answered within 20 seconds

Contact Centres achieved 79% and 84% for quarters 1 & 2 respectively (82% cumulatively).

Revenues & Benefits

Target - 60% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 77% and 80% for quarters 1 & 2 respectively (79% cumulatively).

E-mails

Target 1 - 100% to be acknowledged within 1 working day

Target 2 - 100% to be replied to within 8 working days

For this reporting period, 1st April 2017 to 30th September 2017:

- 4,846 email enquiries (2,157 in Q1 and 2,689 in Q2) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 98% were replied to in full within 8 working days

Face to face monitoring

Target – 99% not kept waiting longer than 20 minutes at a Contact Centre

Waiting times were monitored during week commencing 22nd May 2017. During the week 1,349 customers called into the Contact Centres 1,343 of which (99.5%) waited less than 20 minutes to be served. 99% or 1,337 waited less than 15 minutes to be served. This exceeds the corporate target and demonstrates excellent service.

Compliments, Comments and Complaints (Appendix 3)

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 130 written compliments were received and represents a slight decrease of recorded compliments (we received 138 for the same period 2016/17). A good cross section of compliments was received from customers appreciating excellent service, including 28 each for the Streetscene Services and Leisure departments, 25 for Housing, 19 for Customer Services, and 17 for Revenues and Benefits. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

Comments

Appendix 3 (B) shows the number of written comments received for the period. All 22 were acknowledged and passed to the respective department, within the target time of 3 working days, for consideration when reviewing their service. Some comments raised valid issues and cross cut departments, as such they were responded to corporately. As previously, the total does not correspond with the total above when viewed in this way.

Complaints

Frontline resolution (stage one)

Appendix 3 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service, and recorded on the Customer Information System (Firmstep) and other Contact Centre systems, by department. The customer service standard for responding to these complaints is 3 working days (60% were responded to within this timescale).

Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 90 complaints were received during this period. 89 (99%) were responded to within our customer service standard of 15 working days, the remaining 1 had an extension applied and was responded to within 20 working days.

There were no trends for this period.

As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 23 stage three complaints were received, all of which were responded to within standard. As some complaints cross cut departments, the total does not correspond with the total above when viewed in this way.

Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2017/18 as of 31st October 2017. During this period, we received one decision from the Local Government and Social Care Ombudsman of 'closed after initial enquiries - no further action'. We received no complaints from the Housing Ombudsman for the same period.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding customer service standards and compliments, comments, complaints and to remain compliant with the Customer Service Excellence standard.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding customer service standards and compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

Not applicable as the report is to keep Elected Members informed.

6 Recommendation

That Executive note the overall performance on customer service standards and compliments/comments and complaints.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC:</i> <i>Revenue - £75,000</i> <i>Capital - £150,000</i> <input type="checkbox"/> <input type="checkbox"/> <i>NEDDC:</i> <i>Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Providing Our Customers with Excellent Service – retain Customer Service Excellence accreditation year on year Transforming Our Organisation – good governance.

8 Document Information

Appendix No	Title
Appendix 1	Customer Service Standards performance by quarterly period 1/4/17– 30/9/17
Appendix 2	Telephony performance by quarterly period 1/4/17 – 30/9/17
Appendix 3: A: B: C: D: E: F:	Compliments, Comments and Complaints information Compliments by department 1/4/17 – 30/9/17 Comments by department 1/4/17 – 30/9/17 Frontline resolution complaints by department 2017/18 Formal Investigation complaints by department 1/4/17 – 30/9/17 Internal Review complaints by department 1/4/17 – 30/9/17 Ombudsman complaints summary for 2017/18
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Joint Strategic Director – Transformation	Ext: 2225
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