

Bolsover District Council

Executive

10th September 2018

Customer Service Standards and CCC Report 2017/18 –
1st October 2017 to 31st March 2018 and Annual Summary

Report of Councillor D. McGregor – Portfolio Holder for Corporate Governance

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 October 2017 to 31st March 2018
- To provide an Annual Summary on the above.

1 Report Details

1.1 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.

1.2 Customer Service Standards

1.2.1 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.

1.3 Telephones

Target - 93% to be answered within 20 seconds (5 rings)

1.3.1 Appendix 2 shows the corporate performance between 1st October 2017 to 31st March 2018 by quarterly period. The report identifies 97% (96% achieved for Q3 and 98% for Q4) 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 3

- Customer Service (& Improvement) 85%
- Planning 91%

1. There were no exceptions in Quarter 4.

1.3.4 A new reporting system has been introduced which requires further development work to ensure all telephone extensions are captured. Whilst all the extensions may not have been captured in Quarter 4, the percentage has been recorded. This development work will be completed by the Customer Standards and Complaints Officer for the next reporting period along with work to align departments to the restructure.

1.3.5 Cumulatively, corporate performance over the year is 95%, which exceeds the target.

1.4 Contact Centres

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

1.4.1 Contact Centres achieved 80% and 70% for quarters 3 & 4 respectively.

1.4.2 Cumulatively, this brings Contact Centre performance over the year to 78%, which is slightly below the target.

1.5 Revenues & Benefits

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

1.5.1 Revenues & Benefits 'direct dial' achieved 83% for quarter 3 & 76% for quarter 4.

1.5.2 Cumulatively, Revenues & Benefits 'direct dial' performance over the year is 79%, which exceeds their target and is an improvement on last year (77% in 2016-17).

1.6 E-mails

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

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

1.6.1 For this reporting period, 1st October 2017 to 31st March 2018:

- 5,326 email enquiries (2,173 in Q3 and 3,153 in Q4) from the public were received through enquiries@bolsover.gov.uk
- All were acknowledged within one working day
- 99% were replied to in full within 8 working days

1.6.2 This electronic form of communication is still a popular method of contact with the Council, with an annual total of 10,172 e-mail communications. This was slightly lower than the 11,043 in 2016-17, but the introduction of 'webchat' may well have had an impact on this service.

1.6.3 Cumulatively, performance over the year is 99%.

1.7 Face to face monitoring

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

1.7.1 Waiting times were monitored during two periods of monitoring in May and November 2017. During these weeks 2,528 (1,349 in May and 1,179 in November) customers called into the Contact Centres 99.8% of which waited

less than 20 minutes to be served. This exceeds the target and demonstrates excellent service.

1.8 Compliments, Comments and Complaints

1.8.1 Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 135 written compliments were received. A good cross section of compliments was received from customers appreciating excellent service, including 41 for Streetscene Services, 23 for the Housing Department, 21 for Customer Services and 19 for the Planning Department. As there are some compliments which cross cut departments, the total does not correspond with the total above when viewed in this way.

1.8.2 Comments

Appendix 3 (B) shows the number of written comments received for the period. All 36 were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service. As there are some comments which cross cut departments, the total does not correspond with the total above when viewed in this way.

1.8.3 Complaints

1.8.3.1 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) by department. The customer service standard for responding to these complaints is 3 working days.

1.8.3.2 Formal Investigation (stage two)

Appendix 3 (D) shows the number of Formal Investigation complaints by department. 89 complaints were received during this period, 88 of which were responded to within our customer service standard of 15 working days.

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

1.8.3.3 Internal Review (stage three)

Appendix 3 (E) shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 23 stage three complaints were received, 22 of which were responded to within the standard of 20 working days. A holding letter was sent to the remaining complaint, as a visit was planned to assess the resident's concerns.

1.8.4 Ombudsman

Appendix 3 (F) shows the status of Ombudsman complaints for 2017/18 as at 31st March 2018. During this period, the Ombudsman (Local Government & Social Care) made three decisions, one of 'Not upheld: no maladministration' and two of 'Closed after

initial enquiries'. The Housing Ombudsman made a decision of 'No maladministration' and we are awaiting further direction for one remaining Housing Ombudsman complaint.

1.8.5 Summary for 2017/18

The following tables provide a summary of performance for compliments, comments and complaints for 2017/18.

1.8.6 Volume and Performance

Volume by type	Q1	Q2	Q3	Q4	2017/18 Total	2016/17 Total	2015/16 Total	2014/15 Total
Compliments	65	66	79	56	266	264	324	167
Comments	8	14	20	16	58	70	50	48
% Comments acknowledged within standard (target 3 working days)	100%	100%	100%	100%	100%	100%	100%	100%
Stage 1 Complaints	85	60	41	62	248	224	273	310
Formal Investigation Complaints (S2)	50	40	31	58	179	176	127	121
%age Stage 2 responded to within standard (target 95%)	98%	100%	97%	98%	98%	99%	99%	96%
Average response in days (target 15 working days)	9	9	9	12	10	10	10	12
Internal Review Complaints (S3)	12	11	8	15	46	35	39	20
%age Stage 3 responded to within standard (target 100%)	100%	100%	88%	100%	98%	100%	100%	100%
Average response in days (target 20 working days)	13	14	15	15	14	14	14	16

1.8.7 When comparing 2017/18 to the previous year of 2016/17, the following is noted:

- There was a similar volume of compliments
- We have received slightly fewer comments
- We have received slightly more frontline resolution complaints
- Received a similar volume of formal investigation complaints
- Received slightly more internal review complaints

The above would appear to indicate that the Council has an easy to access complaints system, as recommended by the Local Government & Social Care Ombudsman.

1.8.8 Complaints Feedback

There were no trends and because very few complaints were justified, either partially or fully, no further actions were necessary.

2 Conclusions and Reasons for Recommendation

2.1 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

3.1 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

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

5 Implications

5.1 Finance and Risk Implications

5.1.1 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 & Social Care Ombudsman and the Housing Ombudsman if complaints are not handled well.

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

5.1.3 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

5.2.1 The Council is at risk of recommendations or decisions by the Local Government & Social Care 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

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

6 Recommendations

6.1 That the 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> <input type="checkbox"/> <i>Capital - £150,000</i> <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
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	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 2017/18
Appendix 2	Telephony performance by quarterly period 1/10/17 – 31/3/18
Appendix 3:	Compliments, Comments and Complaints information
A:	Compliments by department 1/10/17 – 31/3/18
B:	Comments by department 1/10/17 – 31/3/18
C:	Frontline resolution complaints by department 1/10/17 – 31/3/18
D:	Formal Investigation complaints by department 1/10/17 – 31/3/18
E:	Internal Review complaints by department 1/10/17 – 31/3/18
F:	Ombudsman complaints summary for 2017/18
<p>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)</p>	
Report Author	Contact Number
Customer Standards and Complaints Officer	Ext: 2353