

Bolsover District Council

Customer Services Scrutiny Committee

21st February 2022

Customer Service Standards/ Compliments, Comments and Complaints
Report 2021/22 - 1st April 2021 to 30th September 2021

Report of the Executive Director of Strategy and Development

Classification: This report is public

Report By: Executive Director of Strategy and Development

Contact Officer: Customer Standards and Complaints Officer

PURPOSE / SUMMARY

- 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 2021 to 30th September 2021
 - To make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.
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RECOMMENDATIONS

1. That the Customer Service and Transformation Scrutiny Committee note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

Approved by the Portfolio Holder – Councillor D McGregor

IMPLICATIONS

Finance and Risk: Yes ☐ No ☒

Details:

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.

On Behalf of the Section 151 Officer

Legal (including Data Protection):

Yes ☐

No ☒

Details:

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.

On Behalf of the Solicitor to the Council

Staffing:

Yes ☐

No ☒

Details:

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

On behalf of the Head of Paid Service

DECISION INFORMATION

Decision Information	
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: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
District Wards Significantly Affected	All
Consultation: Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/> SAMT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/>	Yes Details:

Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.

Increasing customer satisfaction with our services
Improving customer contact and removing barriers to accessing information
Actively engaging with partners to benefit our customers
Promoting equality and diversity and supporting vulnerable and disadvantaged people

REPORT DETAILS

1 Background

The purpose of this report is to make Elected Members aware of performance in relation to its Customer Service Standards and the effective management of complaints.

1.1 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 2021 and 30th September 2021 by quarterly period. The report identifies 89% (88% in Q1 and 89% Q2) of incoming calls are being answered corporately within 20 seconds cumulatively. This was mainly due to the huge increase in calls to Revenues and Benefits (12,932 in Q1 and 11,010 in Q2).

Contact Centres

Target - 75% of incoming calls to be answered within 20 seconds

Contact Centres achieved 77% and 65% for quarters 1 & 2 respectively (71% cumulatively). The slight slippage in Q2 was due to staff resources being below the minimum required.

Revenues & Benefits

Target - 65% of incoming calls to be answered within 20 seconds

Revenues & Benefits 'direct dial' achieved 81% and 85% for quarters 3 & 4 respectively (83% 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 to 30th September 2021:

- 12,674 e-mail enquiries (6,598 in Q3 and 6,076 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.

This remains a popular method of contact and the volume is still increasing.

Face to face monitoring

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

No monitoring undertaken due to ongoing Covid-19 pandemic arrangements.

1.2 Compliments, Comments and Complaints

Compliments

Appendix 3 (A) shows the number of written compliments received for the period by department. In total 129 written compliments were received. Compliments were received from customers who appreciated excellent service.

Comments

Appendix 3 (B) shows the number of written comments received for the period. 100% (all 13) were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service.

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

Formal Investigation (stage two)

Appendices 3 (D), (E) and (F) shows the Formal Investigation complaints and M.P. enquiries received. 151 were received during this period, 96% of which were responded to within our customer service standard of 15 working days. Covid-19 restrictions and sickness absence did initially have an impact on performance, however this appears to have improved.

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

Internal Review (stage three)

Appendix 3 (G) shows the Internal Review 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 25 stage three complaints were received, 24 of which were responded to within the standard of 20 working days.

Ombudsman

Appendix 3 (H) shows the status of Ombudsman complaints for 2021/22 as at 3rd February 2022. During this reporting period two cases and two decisions were received.

2. Details of Proposal or Information

2.1 None – to keep Elected Members informed.

3 Reasons for Recommendation

3.1 To note the overall performance on Customer Service Standards and Compliments, Comments and Complaints

4 Alternative Options and Reasons for Rejection

4.1 None.

DOCUMENT INFORMATION

Appendix No	Title
1	Customer Service Standards monitoring
2	Telephony performance
3	Compliments, Comments and Complaints: A. Compliments by department 1/4/21 – 31/9/21 B. Comments by department 1/4/21 – 31/9/21 C. Frontline resolution complaints 1/4/21 – 31/9/21 D. Formal Investigation (direct) complaints 1/4/21 – 31/9/21 E. M.P. enquiries 1/4/21 – 31/9/21 F. Formal Investigation (complex) complaints 1/4/21 – 31/9/21 G. Internal Review complaints 1/4/21 – 31/9/21 H. Ombudsman complaints summary for 2021/22

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)

None