

## Overview and Scrutiny: Satisfaction, Complaint and My Account Information

### Satisfaction

Prior to 1 April 2012 only customers telephoning the contact centre were surveyed. Satisfaction levels were consistently over 93%. The survey asked customers about their experience when they initially called the contact centre. It was recognised that this was not reflecting the way the service request was handled overall and a more corporate approach was therefore adopted.

Satisfaction has been measured corporately since 1 April 2012. Satisfaction levels have gradually increased over this time. At the end of September the % of customers satisfied with the way they were treated by the Council was 77.7%

#### Comparative satisfaction %

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2011-2012	100	97.5	93.4	94.0	93.2	93.6	93.5	94.9	95.8	97.2	97.8	97.8
2015-2016	77.0	77.6	79.0	79.2	80.3	77.7						

The current satisfaction survey asks respondents 'What do you think we could have done better?' The responses from September's Survey are at Appendix A. Where a reason for dissatisfaction was given, in 90% of cases this was because of a lack of response to or follow-up of the service request.

### Complaints

Service related complaints are monitored and reported to Strategy Group each month together with escalated complaints which enter the formal complaints procedure. A total of 116 service related complaints were received in September 2015. The number of avoidable complaints is now also monitored. A complaint is considered to be avoidable where it is about a situation within the Council's influence.

Complaints received during September are at Appendix B. Those complaints identified as avoidable are highlighted in green. In September, 23 out of 116 (19.8%) complaints were identified as avoidable.

NB. Waste complaints are monitored separately due to the impact on the Service Level Agreement in place with the contractor.

### My Account responses

Customers using My Account are able to view information about the status of service requests and add notes to the requests.

Customer comments may be received to update or cancel a service request or to express thanks for a job done well.

My Account sends an email to a customer when a service request is resolved advising them that the job has been closed. Some My Account responses are from customers whose service request has not been completed although the job has been closed and they have received an email.

In September, 33 customer responses out of 88 (37.5%) suggested that a service request had been closed although the job had not been completed.

A selection of the customer notes and responses received in My Account in September are at Appendix C.

**Appendix A: Dissatisfied responses to corporate satisfaction survey**

Reason for Initial Contact	Q: What do you think we could have done better?	Dissatisfied due to lack of response
Waste Collection		N
Waste Collection	Well you have not done anything ! installation of a waste bin at the bus stop outside my home ,that was 5 weeks ago and nothing has happened and I have not had any further communication	Y
Waste Collection	I have requested a new pod for recycling 3 times and 3 time after you have emailed to say the issue is resolved, the pod has failed to be delivered. No one has investigated why the failures have taken place.	Y
Waste Collection	Waste collection request was closed as complete when it hadn't been collected so had to put in a 2nd request.	Y
Waste Collection	The items for collection were left outside the property as stated but you failed to collect on the date you specified.	Y
Waste Collection	Given me the blue bags I requested. So I am using black bags for recycling waste too and will need some more soon.	Y
Waste Collection	Took four attempts by telephone to get damaged refuse bins collected and removed	Y
Waste Collection	Anything would have been better than nothing at all!	Y
Waste Collection	I contacted yourselves for a replacement container for my cardboard and it still has not arrived.	Y
Other	Anything because you haven't done anything	Y
Other	You could have: a) Shown some interest in the complaint. b) Shown a serious intention to rectify the matter, rather than cynically re-setting a target-date for completion. c) Reacted to a complaint about poor service (which make me doubt the use of this survey!)	Y
Other	You dismissed the query as`` closed by back office``, without even contacting me to discuss my query.	Y
Other	Was not informed as regards communication with Clayton le Woods Parish council	Y
Other		N
Other	Nothing has been done about the road sign!!	Y
Other	Respond to e-mails	Y
Council Tax and Business Rates	Actually replied to my email.	Y
Council Tax and Business Rates	I did not get a response.	Y
Planning	At least acknowledge my contact within the month before I had to complain to a Director if the Council. Help me as a local resident and council tax payer understand the planning and complaints process. Communication seemed to be designed to be obscure and confusing.	Y
Streetscene	I first contacted you and received no reply. Other members of the public living in the vicinity also contacted you and still nothing happened.	Y
	<b>Total dissatisfied responses</b>	<b>20</b>
	<b>Total stating that dissatisfaction was due to a lack of response or follow up</b>	<b>18 (90)%</b>

**Appendix B: Complaints received in September 2015**

			Sep-15
<b>Service Related Complaints not entering formal complaints procedure</b>			
Waste Collection	Bring Site Overflowing Complaint about crew Containers not returned Crew spilled waste General domestic waste issue General recycling issue Other waste issue	0 6 6 2 13 12 30	69
Benefits	Overpayment deduction from ongoing benefits		1
Building Control	The amount of dust caused from building work at Southland's school		1
Business Rates	Dispute over information I provided when I took over the shop		1
Council Tax	Complaint about the empty premium Sending bills to an old forwarding address Complaint about staff prejudice in relation to an unoccupied dwelling		3
Customer Services	The council is no longer taking phone payments and are using an automated line		1
Environmental Health	Shop is leaving commercial waste on an adjacent piece of lane Boy racers are using Morrison's car park as a race track Smell at the rear of my garden from the abattoir My neighbour has a very loud wind chime in their back garden Neighbour is doing motorbike repairs on the pavement		5
General	Complaint about a council worker not stopping at the Zebra crossing. Council van mounted the pavement when emptying street bins and just missed a dog		2
Grounds Maintenance	Grass cutting or lack of it at the junction of Lancaster Lane/Magnolia Drive Van parking on the grass verge The very overgrown hedges opposite 82 town lane, whittle le woods. I was forced to walk in the road as they over grown across the pavement so much. Neighbour removed an Oak tree but he didn't own Weed killer has been sprayed but it has killed the grass Trees Council van was blocking the drive Walkway in Astley Park is paved with stones and is not child friendly		8
Leisure	Booking rules for squash courts Gruffalo event parking was not suitable for small children at Woodlands		2
LCC	I reported the block paving outside my house over 12 months ago as it was loose and was noisy when cars drive over it.		7

	I would like to report hazardous parking of cars along East Terrace in Euxton. Crossing needed on Preston Road. Road diversions on Harpers Lane Obstructions on the footpath. Road not completed	
Licensing	This is also a complaint with reference to Noise Pollution from Last Orders pub	1
Neighbourhoods	The back lane of the houses on duke street, people are using the lane as a dumping ground. dumped sofa in a garden space at No88 Barleyfield	2
Parking	The Hallgate car park is a free car park and is being used for town centre parking. Would like to complain about the height of the signage in between the 2 ticket machines that are on the flat iron car park. Ticket was not produced for the correct time Vehicle parked blocking my garage	4
Parks and Play Areas	The pigs & cattle that are allowed to roam about on Yarrow Valley Park they are digging up the areas were people picnic and walk. a person who moved into property , had an very old oak tree cut down in my street, not in his garden. I have several considerable overhanging trees to my properties garden from the adjacent council recreation park area.	3
Planning	Invoice has been sent out and I have not applied for planning permission	1
Streetscene	the street sign on long field manor is broken Street gullies were cleaned at 5.30 am which is too early I have spent the last 3 years litter picking around Eaves Green Litter Bin fire on field off Arley wood drive picking requested at Eaves Green Poor workmanship on paving stones on Market Street	5
<b>Total Service Related Complaints</b>		<b>116 (23)</b>

#### Formal Complaints September 2015

Directorate	Type	Summary	Case	Officer	Action
CAS	CE	Complaint about staff prejudice in relation to an unoccupied dwelling	307424	AW	Response issued
PPSC	Stage 1	Complaint in relation to proposed footpath from a new estate	310330	AH	Response issued
PPSC	Stage 1	Complaint in relation to proposed footpath from a new estate	310331	AH	Response issued
PPSC	Stage 1	Complaint in relation to proposed footpath from a new estate	310333	AH	Response issued

## Appendix C: Selection of My Account Responses received in September

Benefits	May I add I do thank you for your speedy communication and keeping me notified, (you are the only benefits dept not to cause me stress).
	All my details are correct and as you probably know already but would like to confirm my partner Mr X, is now in receipt from the 01 May 2015 a regular payment of £109 for contributory related support but at the moment he is receiving no working tax credits.
	Please could you send me an updated invoice showing amount now owed
Grounds Maintenance	Although it says its completed at 6.30 am on the 28/8/2015 the Ragwort is all still there, these weed is a danger and need to be carefully removed by hand and carefully disposed of, they are beginning to die and pollinate
	I have just returned from a 3 week holiday to find with great pleasure that the job that I had highlighted of the need to trim hedges planted by CBC had been completed. The job that has been done is of a high standard and shows professionalism in the work done, customer care in the response given to my request
Other	Thank you for your speedy response
	Thank you that was very efficient!
	Sorry I missed your call on Thursday morning but I did call back later in the day as invited on the number you left on my voicemail. I have also phoned earlier today and left a message requesting you to call me back. Please give me a call on 07889 056927.
Pest Control	A man has been before. We have recently seen evidence a rat in kitchen. Can the (same) man visit again please
Streetscene	The street sign and tarmac pathway is still damaged and has not been repaired since the damage occurred on the 24th May.
	Please can you reopen the case and arrange for these repairs as soon as possible.
Waste	Freezer hasn't been collected. It is still in front of alley gate next to number 1 Rivington Rd as instructed when I opened the case. Can you please confirm by email if this will be collected next week. However thanks for collecting the power washer so promptly.
	You show this as closed and resolved, however the lid has not been replaced.
	My bin has not been collected, despite the update to this case which suggests that it has.
	Could you please advise why this has been closed? I haven't received the black box
	Just to say thanks - the bin was collected within a couple of hours of reporting it so that's amazing service!
	Been ...now emptied thanks raised the initial query over Facebook
	I would like to send back my 240L blue and brown bin because I do not need them anymore. I requested bin removal previously three times in the last months. All the cases closed as they have been completed but unfortunately I still have my bins because nobody was collected them. I'd like to add my thanks for such a speedy response, not only to the council, but also to Veolia to. This should change from a complaint to a big thank you to you all.
	Hi. It says that you were 'unable to complete the request'. Well I am afraid that you did and it has been collected and matter resolved. Thanks
	Thanks for reopening the request, the green box arrived today. Excellent service and thank you very much. Thank you for your prompt reply Barbara
	Black pod received this morning. Thanks for your swift response. Regards
	Only 1 fridge to collect now. The other has been given away.
	Please cancel this request. Thank you.