

REPORT TO THE MEETING OF THE EXECUTIVE 21 JULY 2010

PORTFOLIO: SERVICE DEVELOPMENT, IMPROVEMENT AND PERFORMANCE MANAGEMENT

REPORT FROM: HEAD OF INFORMATION & CUSTOMER SERVICES

SUBJECT: CUSTOMER FEEDBACK 2009/10

1 DECISION BEING RECOMMENDED

- 1.1 To note the customer feedback statistics for 2009/10.

2 REASON/S FOR RECOMMENDATION

- 2.1 The Executive has previously received information on the number of comments, compliments and complaints as part of broader reports on the Access to Services Strategy.
- 2.2 The information attached in Appendix A shows the total number of complaints, comments and compliments received by service area and by type of complaint for 2009/10. Comparative information is also provided on the previous year's figures.
- 2.3 It is pleasing to note that the Council continues to receive a number of compliments across most service areas. The number of complaints received has fallen and our response time in replying to complaints has improved with 86.2% of complaints being dealt with in 10 days, compared to 69.8% in 2008/9.
- 2.4 Complaints are discussed within the individual departments to ensure that action is taken where necessary and that lessons are learnt and improvements are made as a result.
- 2.5 We have produced information to feed back to residents on the actions we have taken as a result of the comments made to us, whether via the complaints procedure, as a result of mystery shopping, consultation or from Area Committees. The first article was included in the Spring 2010 edition of RDM and will be repeated at regular intervals.
- 2.6 We have also established a 'Have Your Say' section on the website, where from a single page residents can find out about current consultations, Area Committees, how to make a complaint or compliment, or to report a problem or issue. This section also includes a 'you said, we did' feature.

3 ALTERNATIVE OPTIONS CONSIDERED

- 3.1 None.

4 RISK IMPLICATIONS

- 4.1 The Council needs to learn from customer feedback in order to make improvements to services wherever possible.

I confirm that the above recommendation does not depart from Council policy and that appropriate consideration has been given to any budgetary and legal implications.

SMT Lead Officer Signature: _____

Head of Information & Customer Services

Background Papers:

None

For further information please contact Sarah Fowler on:-

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If you would like this report in large print, Braille or another language please contact 01702 546366.

Customer Feedback; Analysis of Corporate Quarter/Annual Statistics

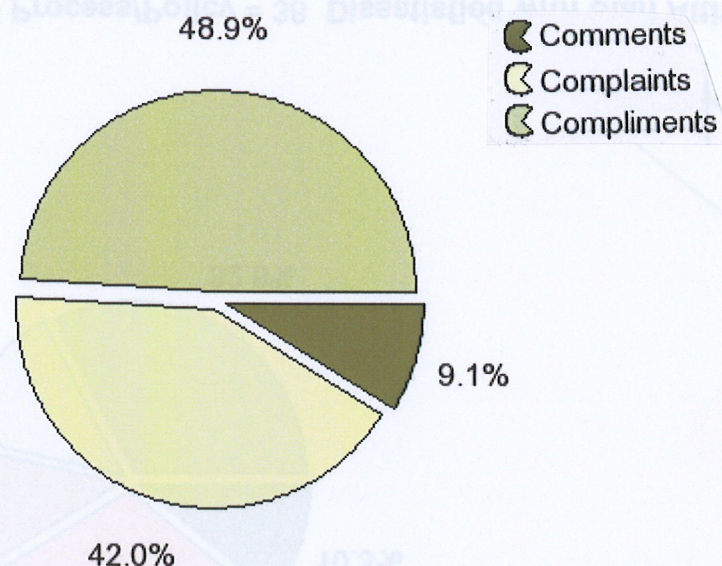
Period		Total Feedback received				Total Complaint Categories					Number of days taken to send a full reply			
		Compliments	Comments	Complaints	Racial Incident	Council Process/Policy	Dissatisfied with Staff Attitude	Other	Service Error/Task Not Done	Timeliness/Delays	0-5	6-10	11-15	16+
2008/ 2009	Q1	59	5	56	0	14	5	12	25	0	32	12	2	10
	Q2	49	9	87	0	17	5	11	50	4	45	15	5	23
	Q3	23	6	29	1	13	3	2	10	1	15	3	0	11
	Q4	14	11	33	0	12	4	10	4	3	16	5	3	9
	Annual	145	31	205	1	56	17	35	89	8	108	35	10	53
2009/ 2010	Q1	38	3	20	0	6	1	4	6	3	12	2	5	1
	Q2	29	9	43	0	16	4	8	10	5	27	9	4	3
	Q3	38	7	23	0	4	5	1	12	1	15	7	1	0
	Q4	30	6	30	0	12	6	1	8	3	18	10	2	0
	Annual	135	25	116	0	38	16	14	36	12	72	28	12	4

Comparisons year on year; per total feedback received for each period

	<u>Compliments</u>	<u>Comments</u>	<u>Complaints</u>
Q1	35.6% decrease	40% decrease	64% decrease
Q2	40.8% decrease	no change	50.5% decrease
Q3	65% increase	16.7% increase	20.6% decrease
Q4	53% increase	45% decrease	9% decrease
Annual	6.8% decrease	19% decrease	43% decrease

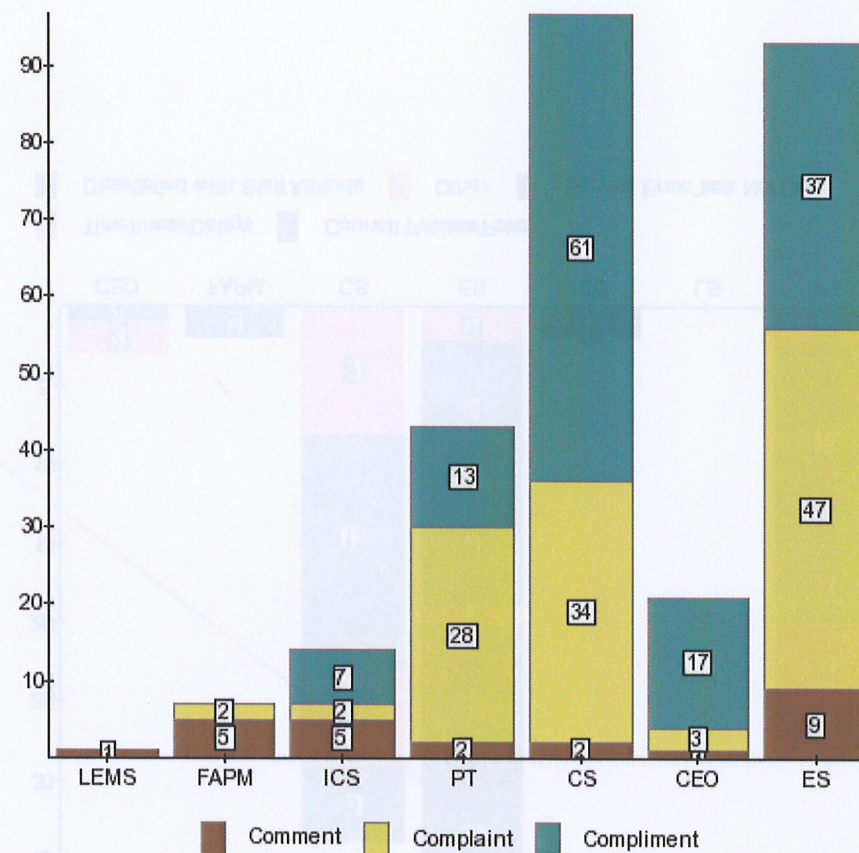
Feedback Report - 01-04-2009 to 31-03-2010

Total Feedback Received Corporately

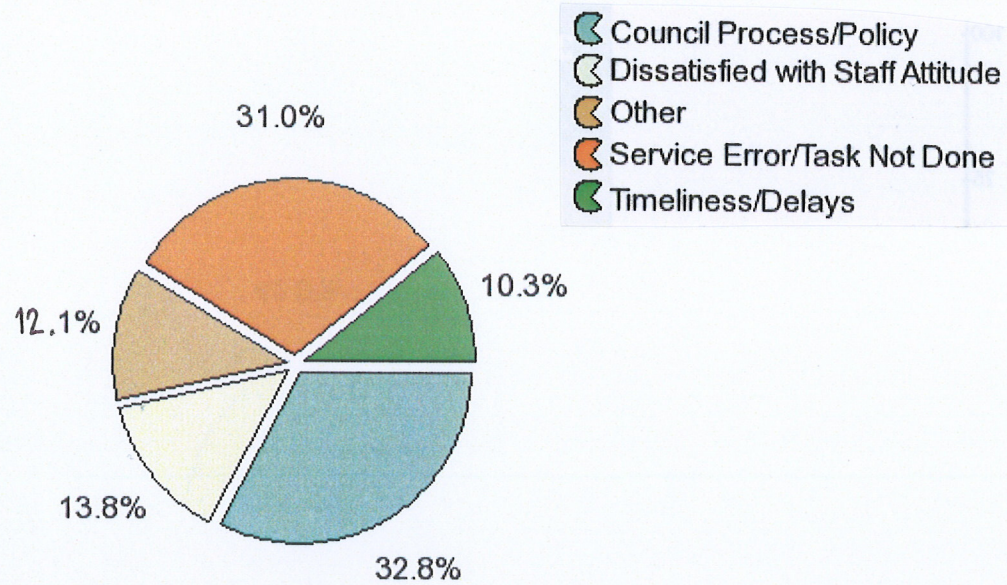


Comments = 25 Complaints = 116 Compliments = 135

Total Feedback Received by Service

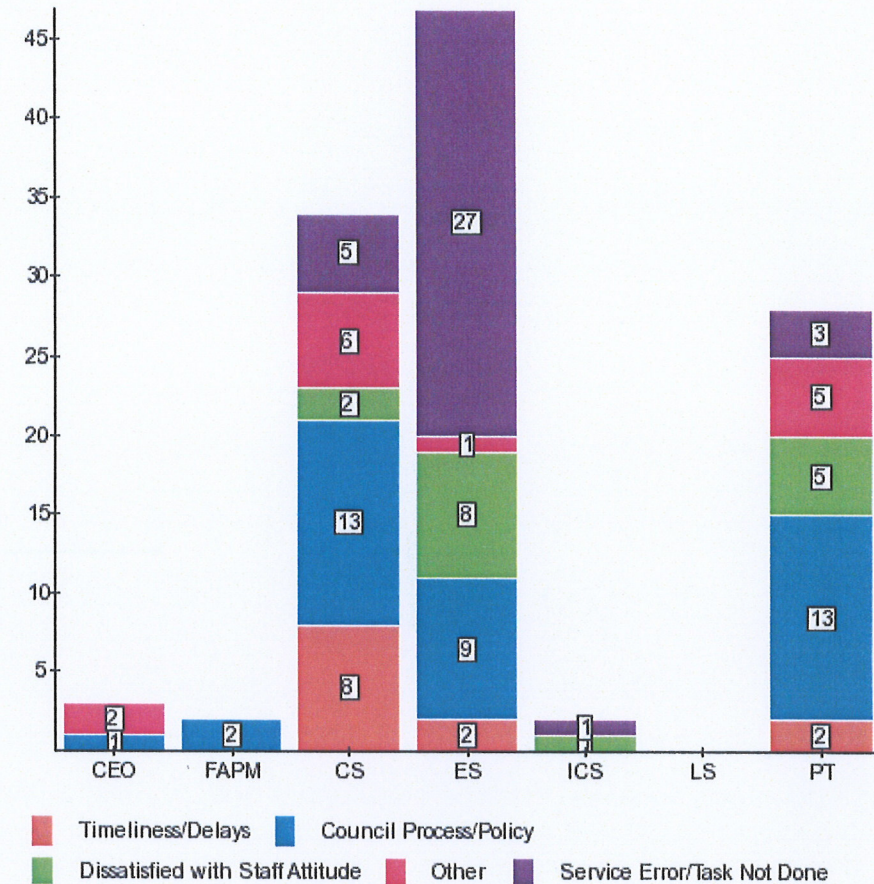


Total Complaint Categories

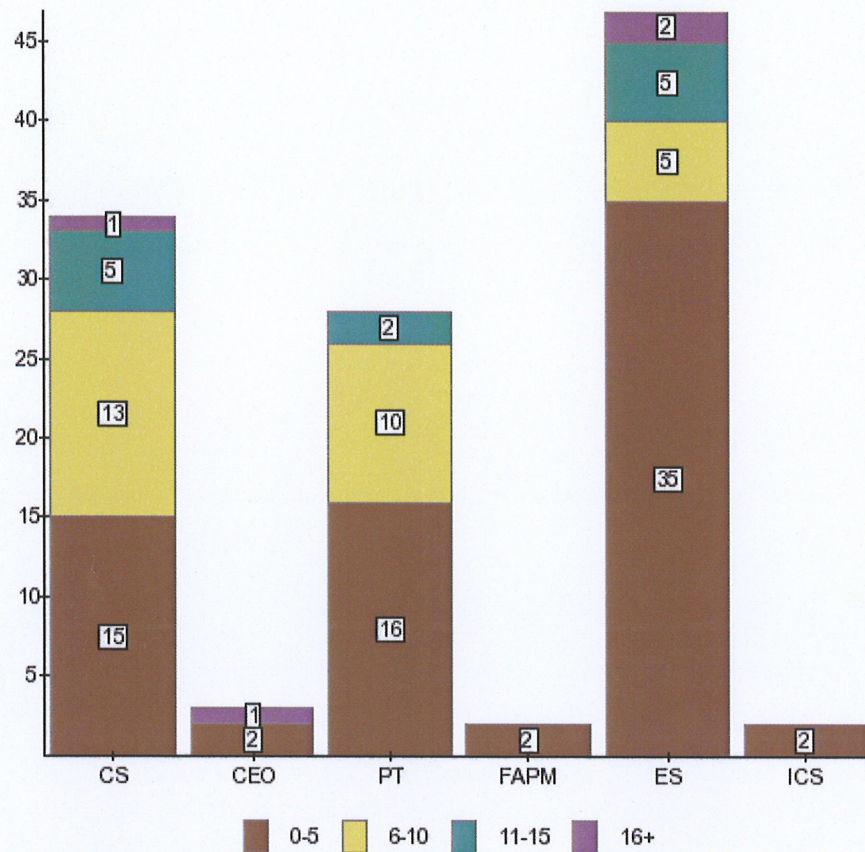


Council Process/Policy = 38 **Dissatisfied with Staff Attitude = 16**
Other = 14 **Service Error/Task Not Done = 36**
Timeliness/Delays = 12

Complaint Categories by Service



Time taken to respond to complaints



Key

- FAPM Finance, Audit and Performance Management
- CEO Chief Executive Office
- CS Community Services
- ES Environmental Services
- ICS Information and Customer Services
- LS Legal Services
- PT Planning and Transportation

Total 0-5 = 72 - Total 6-10 = 28 - Total 11-15 = 12 - Total 16+ = 4