

North East Derbyshire District Council

Cabinet

11 July 2019

Customer Service Report 2018/19

Report of Councillor Alex Dale, Deputy Leader & Portfolio Holder for Council Services

This report is public

Purpose of the Report

- To provide information on the Contact Centres performance in relation to its Customer Service Standards for the period 1 April 2018 to 31 March 2019;
- To provide information on the number of compliments, comments and complaints for the period 1 April 2018 to 31 March 2019;
- To provide the Ombudsman complaints summary for 2018/19;
- 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.

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. Although calls are currently only monitored via the Contact Centre at present it's with a view that Corporate calls will be reported by the next financial year following the implementation of the new telephony.

Telephones via the Contact Centre – See Appendix 1

Current targets within the contact centre are as follows:

- Average wait time is not to exceed 20 seconds
- 95% of calls to be dealt with by the Contact Centre without referral
- At least 80% of calls are to be answered within 20 seconds
- Not to exceed a 5% abandonment rate

Wait time – we endeavour to answer calls within 20 seconds (5 rings):

This shows the performance between; 1 April 2018 to 31 March 2019 broken down quarterly. The report identifies at the end of quarter 4 the annual answered response rate; the Contact Centre had achieved 96% answered within the 24 seconds. Although out of target the call is still based on quality rather than quantity.

Not to exceed the 5% abandonment rate:

This shows the performance between; 01st April 2018 to 31st March 2019, cumulatively the Contact Centre had a 1.4% abandonment rate on calls which exceeds their target.

Calls dealt with via the Contact Centre without referral to a back office:

Cumulatively the contact centre had achieved their target of 96%.

E-mails & Texts via the Contact Centre – See Appendix 1

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, 01 April 2018 to 31 March 2019:

- 8,129 email / text enquiries cumulatively from the public were received through ConnectNE@ne-derbyshire.gov.uk
- All were acknowledged within one working day
- 100% were replied to by the Contact Centre within 8 working days

Cumulatively, performance over the year is 100%, which meets the target.

Reception 'Meet and Greet' monitoring – See Appendix 1

For the period between 01 April 2018 to 31 March 2019:

- 9,987 customers attended the DCO at Mill Lane with service requests or enquiries
- 100% of customers that required a service from the Contact Centre had all been seen within 20 minutes of their arrival in line with the Corporate standards

Web Chat

Web Chat is an access channel offered to customers via the Contact Centre, this access channel went live on the 12 December 2016. This offers NEDDC's customers another access channels without reducing other access channels, still allowing for customer choice. Now proven successful other departments with the organisation will have the opportunity to utilise this access channel within their own service area. Since implementing Web Chat within Customer Services during 2018/2019 Web Chat has also been rolled out to other departments like Revenues, Development Management, and Leisure at Eckington. Opportunities for other departments will continue throughout 2019/2020 to add more front line services i.e. Elections.

Some Benefits of using web chat are:

- Support the council to meet the Corporate Plan aim of improving customer services.
- Support the Council in meeting its Corporate Plan target of increasing on line transactions of 20% each year.
- Support Customer Access to meet the Corporate Code of Practice and Standards and contribute to Customer Service Excellence Accreditation.

- Replacing enquiries made via face to face, telephony and email channels to self-serve channels (where appropriate) by providing more contact channel choice to customers. Increase service take-up among under-represented and vulnerable groups by providing a more convenient and flexible means of contact.
- Provides customers with immediate support\another access channel to contact their council online.
- Data can be gathered for customer profiling, highlighting which areas of the website need updating with the latest information, hence reducing traffic for repetitive enquiries and also reducing the number of customers 'giving up' trying to find what they're looking for.
- Raises the authority's online profile as a modern forward-thinking authority.
- Links to the Strategic Alliance Transformational Programme 2015 – 2019 to support the realisation of service improvements and efficiency through technology.

For the period between 01 April 2018 – 31 March 2019:

- 2190 chats have taken place, 153 chats abandoned.
- Target of no more than 10% of chats to be abandoned / failed, during the above period, at the end of quarter 4 there had been a 6.9% abandonment rate.
- Target of 80% satisfaction rating during the above period

Customer Satisfaction Surveys in relation to Web Chat:

A customer satisfaction survey is available to the customer at the end of each chat following the Councils responses to the customer's enquiries/service requests. During 2018/2019 the percentage of customers that were satisfaction with the outcome of their web chat was:

- 76.5% rated the service as Excellent
- 8.1% rated the service as Very Good
- 5.2% rated the service as Good
- 2.3% rated the service as Fair
- 7.9% rated the service as Poor

Overall rating for 2018 / 2019 rating good and above was 89%

Corporate Compliments, Comments and Complaints – Appendix 2

Compliments

Appendix 2 (A) shows the number of written compliments received for the period by department. In total 104 written compliments were received.

A good cross section of compliments was received from customers appreciating excellent service, including 43 for the Street Scene Services Department. 21 compliments were received for the Customer Services department, 3 compliments were received for the Leisure departments, 8 compliments were received for the Revenues department, Environmental Health received 8 compliments, Development Management received 2 compliments, Estate Management received 1 compliment, Performance and Communications received 3 compliments and Legal received 1 compliment.

Comments

Appendix 2 (B) shows the number of written comments received for the period. All 17 were acknowledged and passed to the respective department within the target time of 3 working days, for consideration when reviewing their service areas. 7 comments were received by the Street Scene Department, 2 comments were received for Performance & Communications, 1 for Leisure, 4 for Development Management, 2 for Estates and 1 for Environmental Health. Some of the comments received made changes and published on the website under 'You Said We Did'.

Complaints

➤ Frontline resolution (stage one – 3 day verbal complaints)

Appendix 2 (C) shows the number of Frontline Resolution complaints received by the Contact Centre service and recorded on the Complaints system by department where an investigation doesn't need to be carried out. The customer service standard for responding to these complaints is 3 working days. The majority of complaints do require some element of investigation that may take longer than 3 days; these are logged as a formal complaint.

➤ Formal Investigation (stage two)

Appendix 2 (D) shows the number of Formal Investigation complaints by department. 202 complaints were received during this period, with the exception of 16 complaints that were out of standard; all the other 186 complaints were responded to within our customer service standard of 15 working days.

➤ Internal Review (stage three)

Appendix 2 (E) shows the number of stage three complaints received for each directorate and service area. These are complainants who have already made a stage two complaint (formal Investigation) and still feel dissatisfied and would like to appeal against the outcome of the formal complaint. During this period, 18 stage three complaints were received, 8 of which were responded to within the standard of 20 working days, however 10 of the internal reviews were out of standard.

➤ Ombudsman (LGO)

Appendix 2 (F) shows the status of Ombudsman complaints for 2018/19. During this period, the Ombudsman had only received 1, this particular case was classed as premature as they had not exceeded the full Council's Corporate Complaints system and not upheld by the LGO. The official report that relates to complaints received by the LGO during 2018/19 will be received in July 2019 and will be presented at the Standards Committee 19 September 2019.

Performance

Target for answering complaints within timescale is currently 100%. Cumulatively, 92% of Formal Investigation complaints were responded to within 15 working days and 44% of Internal Review complaints were answered within timescale of 20 working days.

Summary for 2017/18

The following provides a summary of performance for compliments, comments and complaints for 2018/19 compared to the previous financial year of 2017/18, the following is noted.

- We have received 26 less comments compared to the last financial year
- We have received no verbal complaints again this year, same as last year
- We received 1 more formal investigation complaints than last year
- We have received 1 more internal review (appeal) complaints than last year
- We have had no cases upheld by the LGO during 2018/19, same as last year
- We have received 18 less compliments this year compared to last year

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

Customer satisfaction in relation to complaints

A customer satisfaction survey is issued to the customer following the Councils response to their complaint. During 2018/2019 the percentage of customers that were satisfaction with the outcome of their complaint was:

- 48% of customers were very satisfied with the outcome of their complaint
- 27% of customers were fairly satisfied with the outcome of their complaint
- 7% of customers were neither satisfied or dissatisfied with the outcome of their complaint
- 2% of customers were fairly dissatisfied with the outcome of their complaint
- 16% of customers were very dissatisfied with the outcome of their complaint

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 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 Ombudsman if complaints are not handled well.

5.1.2 In cases of maladministration, financial penalties can be imposed by the Local Government 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 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. 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 Cabinet 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: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: 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>	<p>No</p>
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	<p>No</p>
<p>Has the relevant Portfolio Holder been informed</p>	<p>Yes</p>
<p>District Wards Affected</p>	<p>All Wards</p>
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Providing Our Customers with Excellent Service Transforming Our Organisation All</p>

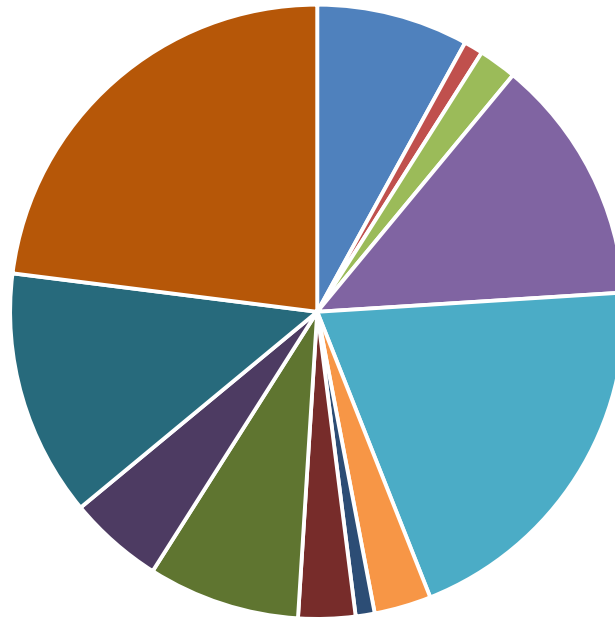
8 Document Information

Appendix No	Title
Appendix 1	Annual Summary of Customer Service Standards performance by quarterly period 1/4/18 – 31/3/19 for the Contact Centre.
Appendix 2 A: B: C: D: E: F:	Corporate Compliments, Comments and Complaints information Compliments by department 01.04.18 – 31/3/19 Comments by department 01.04.18 – 31/3/19 Frontline resolution complaints by department 01.04.18 – 31/3/19 Formal complaints by department 01.04.18 – 01/3/19 Internal Review complaints by department 01.04.18 – 31/3/19 Ombudsman complaints summary for 2018/19 - official LGO report for 2018 / 2019 will be received in July 2019
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
Rachael Pope - Customer Service Manager	Tel (01246) 217544

Appendix 2
Corporate Comments Compliments and Complaints 2018 / 2019

A- Compliments 01/04/18 – 31/3/19		Number	Percentage of all compliments received
Place	Community Safety	0	0
	Environmental Health & Licensing	8	8%
	Emergency Planning	0	0
	Commercial Property Development & Investment	0	0
	Facilities & Estate Management	1	1%
	Joint Venture Companies	0	0
	One Public Estate Support	0	0
	Property Services	0	0
	Development Management	2	2%
	Local Plan & Planning Policy	0	0
	Planning Enforcement	0	0
	Economic Development	0	0
	Growth Strategy	0	0
	Local Enterprise Partnership Support	0	0
	Strategic Housing	14	13%
	Town Centre & High Street Development	0	0
People	Partnership Strategy	0	0
	Customer Service	21	20%
	Health & Wellbeing	0	0
	ICT	0	0
	Leisure – all three centres	3	3%
	Transformation Programme	0	0
	Democratic Services	0	0
	Elections	0	0
	Health & Safety	0	0
	Human Resources & Payroll	0	0
	Legal	1	1%
	Performance & Communications	3	3%
	Scrutiny	0	0
	Accountancy	0	0
	Audit & Procurement	0	0
	Finance	0	0
	Revenues & Benefits	8	8%
	Treasury Management	0	0
	Fleet Management	0	0
	Grounds Maintenance	5	5%
	Street Cleansing	14	13%
Waste Collection & Recycling	24	23%	
Total		104	100%

Compliments



- Environmental Health
- Development Management
- Customer Services
- Legal
- Revenues & Benefits
- Street Cleansing
- Facilities & Estate Management
- Strategic Housing
- Leisure
- Performance & Communications
- Grounds Maintenance
- Waste Collection & Recycling

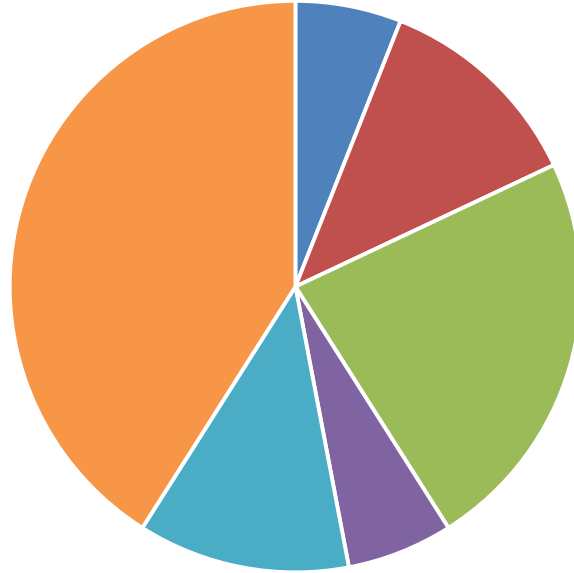
Compliments 01/04/18 – 31/3/19 by department

Compliments included:

<p>Praise for the bin men who empty customer's bins and for the kindness and assistance given when a lady fell down. Praise for the team for clearing away fly tipping, cutting the grass, the planting of new trees, clearing of litter and for a member of the team that gave an excellent informative talk on recycling.</p>	Street Scene Services
<p>Customer's praising staff for their helpfulness, kindness, good sense of humour, speedy resolution when dealing with their enquiries / service requests.</p>	Customer Services
<p>Customer's wanting to praise staff for the swiftness in which their queries had been dealt with and for demonstrating true understanding, compassion and commitment to the Armed Forces Covenant.</p>	Revenues & Benefits
<p>Praise and thanks for the dog warden's commitment for rehoming a family dog, driving around the district to try and find missing dogs, various customers were very grateful for all the help he had given.</p>	Environmental Health
<p>Praise for two staff member's staffs in different departments for granting a TPO (Tree preservation Order) on some development land.</p>	Development Management & Legal
<p>Praise for the team from a lady who advised they were brilliant and very helpful in organising the dog show. Another customer commutes from Matlock each day and the Leisure team let her use the bike rack and changing room facilities for which she was very appreciative. Praise from a customer for the new 'Walking Netball' class she advised it was a most enjoyable hour and everyone had big smiles on their faces.</p>	Leisure
<p>Thanks had been received for all their help and support.</p>	Strategic Housing / Housing Options

B- Comments 01/04/18 – 31/3/19		Number	Percentage of all compliments received
Place	Community Safety	0	0
	Environmental Health & Licensing	1	6%
	Emergency Planning	0	0
	Commercial Property Development & Investment	0	0
	Facilities & Estate Management	2	12%
	Joint Venture Companies	0	0
	One Public Estate Support	0	0
	Property Services	0	0
	Development Management	4	23%
	Local Plan & Planning Policy	0	0
	Planning Enforcement	0	0
	Economic Development	0	0
	Growth Strategy	0	0
	Local Enterprise Partnership Support	0	0
	Strategic Housing	0	0
	Town Centre & High Street Development	0	0
People	Partnership Strategy	0	0
	Customer Service	0	0
	Health & Wellbeing	0	0
	ICT	0	0
	Leisure – all three centres	1	6%
	Transformation Programme	0	0
	Democratic Services	0	0
	Elections	0	0
	Health & Safety	0	0
	Human Resources & Payroll	0	0
	Legal	0	0
	Performance & Communications	2	12%
	Scrutiny	0	0
	Accountancy	0	0
	Audit & Procurement	0	0
	Finance	0	0
	Revenues & Benefits	0	0
	Treasury Management	0	0
	Fleet Management	0	0
	Grounds Maintenance	0	0
	Street Cleansing	0	0
Waste Collection & Recycling	7	41%	
Total		17	100%

Comments

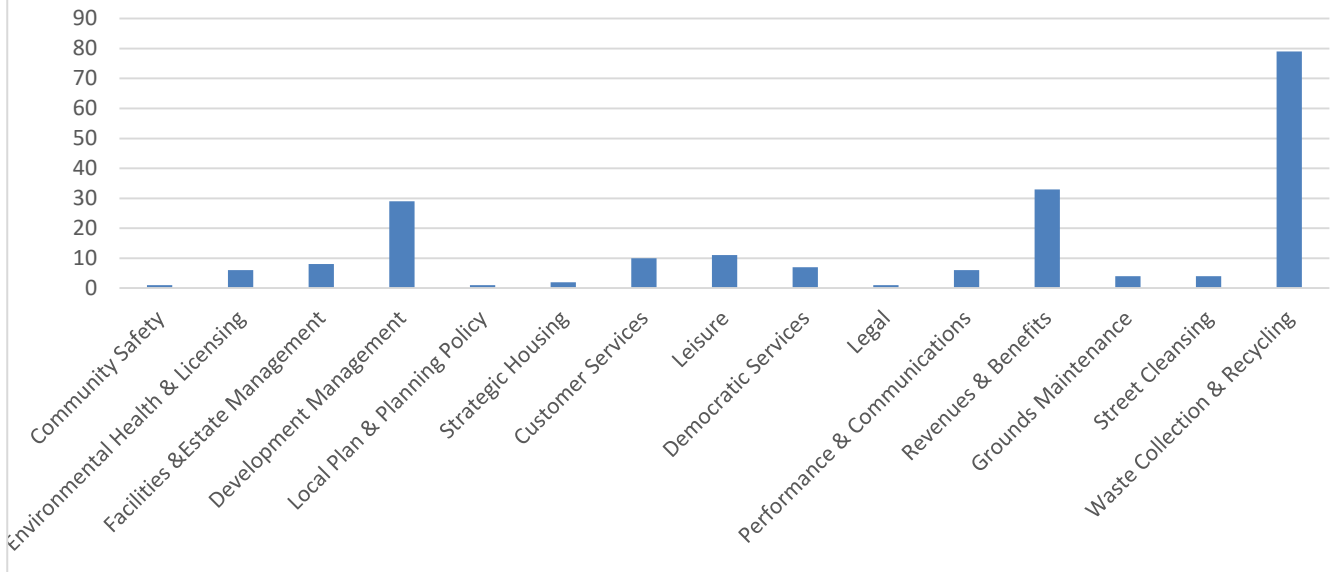


- Environmental Health
- Development Management
- Performance & Communications
- Facilities & Estate Management
- Leisure
- Waste Collection & Recycling

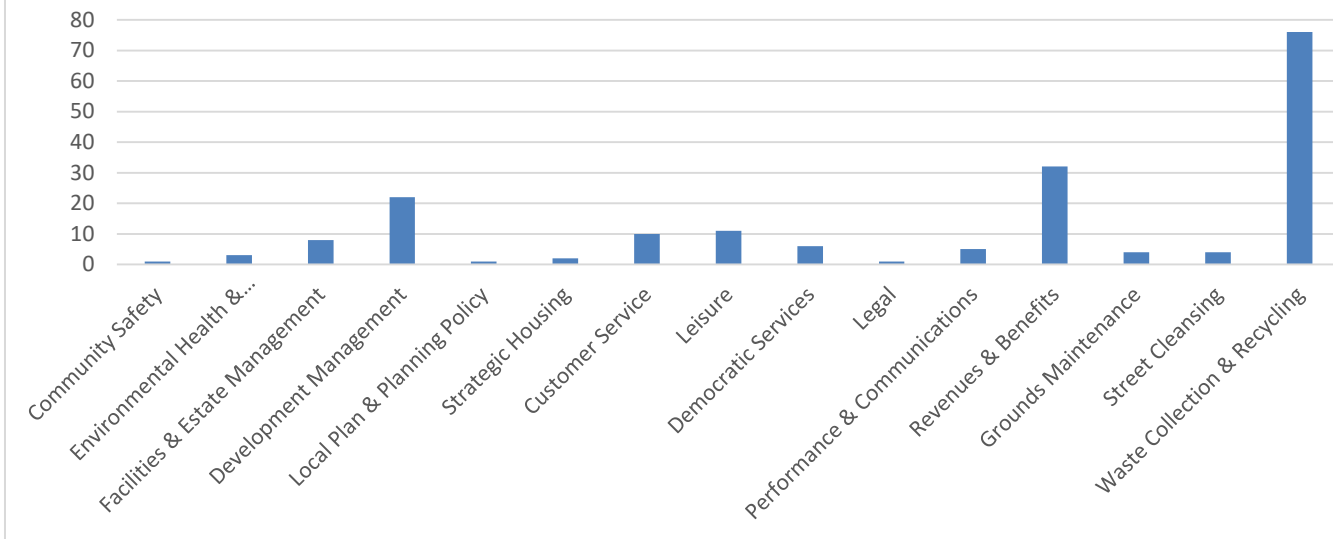
C – Number of 3 day verbal complaints(Stage 1) complaints 01/04/18 – 31/3/19		Number	Percentage within timescale of 3 working days
Place	Community Safety	0	N/A
	Environmental Health & Licensing	0	N/A
	Emergency Planning	0	N/A
	Commercial Property Development & Investment	0	N/A
	Facilities & Estate Management	0	N/A
	Joint Venture Companies	0	N/A
	One Public Estate Support	0	N/A
	Property Services	0	N/A
	Development Management	0	N/A
	Local Plan & Planning Policy	0	N/A
	Planning Enforcement	0	N/A
	Economic Development	0	N/A
	Growth Strategy	0	N/A
	Local Enterprise Partnership Support	0	N/A
	Strategic Housing	0	N/A
	Town Centre & High Street Development	0	N/A
People	Partnership Strategy	0	N/A
	Customer Service	0	N/A
	Health & Wellbeing	0	N/A
	ICT	0	N/A
	Leisure – all three centres	0	N/A
	Transformation Programme	0	N/A
	Democratic Services	0	N/A
	Elections	0	N/A
	Health & Safety	0	N/A
	Human Resources & Payroll	0	N/A
	Legal	0	N/A
	Performance & Communications	0	N/A
	Scrutiny	0	N/A
	Accountancy	0	N/A
	Audit & Procurement	0	N/A
	Finance	0	N/A
	Revenues & Benefits	0	N/A
	Treasury Management	0	N/A
	Fleet Management	0	N/A
	Grounds Maintenance	0	N/A
Street Cleansing	0	N/A	
Waste Collection & Recycling	0	N/A	
Total		0	N/A

D – Number of Formal Investigation (Stage 2) complaints 01/04/18 – 31/3/19		Number	Within timescale of 15 working days	Out of timescale
Place	Community Safety	1	1	0
	Environmental Health & Licensing	6	3	3
	Emergency Planning	0	0	0
	Commercial Property Development & Investment	0	0	0
	Facilities & Estate Management	8	8	0
	Joint Venture Companies	0	0	0
	One Public Estate Support	0	0	0
	Property Services	0	0	0
	Development Management	29	22	7
	Local Plan & Planning Policy	1	1	0
	Planning Enforcement	0	0	0
	Economic Development	0	0	0
	Growth Strategy	0	0	0
	Local Enterprise Partnership Support	0	0	0
	Strategic Housing	2	2	0
	Town Centre & High Street Development	0	0	0
People	Partnership Strategy	0	0	0
	Customer Service	10	10	0
	Health & Wellbeing	0	0	0
	ICT	0	0	0
	Leisure – all three centres	11	11	0
	Transformation Programme	0	0	0
	Democratic Services	7	6	1
	Elections	0	0	0
	Health & Safety	0	0	0
	Human Resources & Payroll	0	0	0
	Legal	1	1	0
	Performance & Communications	6	5	1
	Scrutiny	0	0	0
	Accountancy	0	0	0
	Audit & Procurement	0	0	0
	Finance	0	0	0
	Revenues & Benefits	33	32	1
	Treasury Management	0	0	0
	Fleet Management	0	0	0
	Grounds Maintenance	4	4	0
Street Cleansing	4	4	0	
Waste Collection & Recycling	79	76	3	
Total		202	186	16

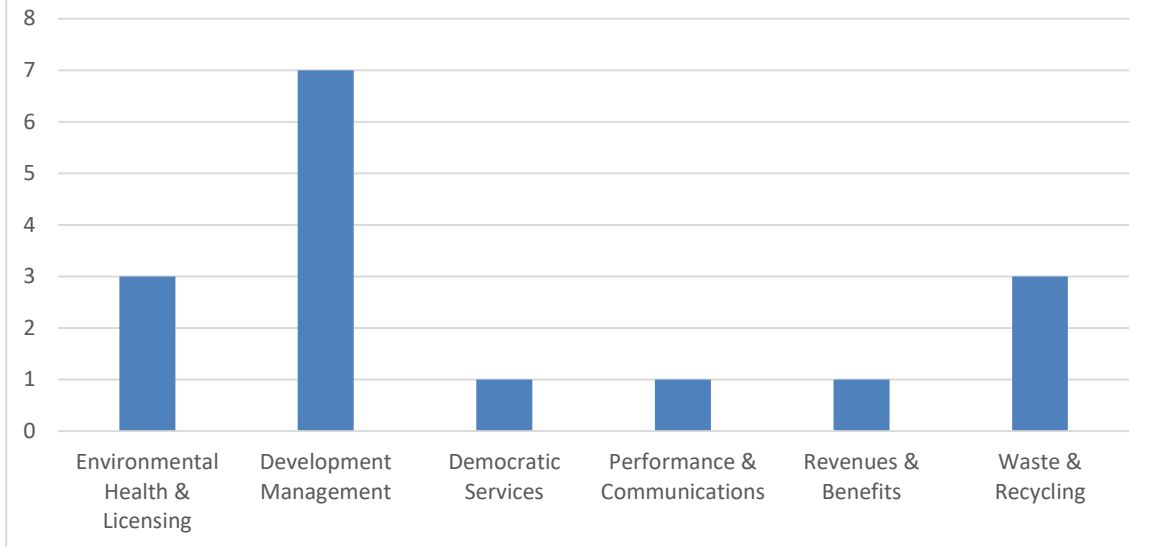
Formal complaints received



Formal complaints answered within target time (15 working days)

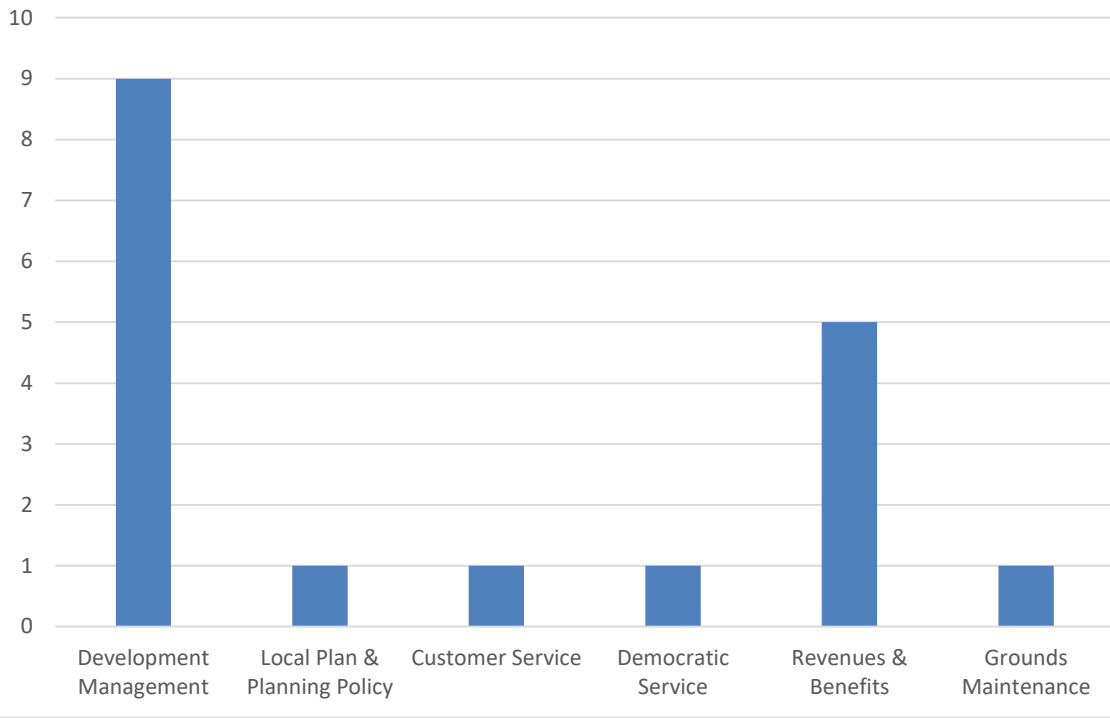


Formal complaints answered out of timescale (response exceeded 15 working days)

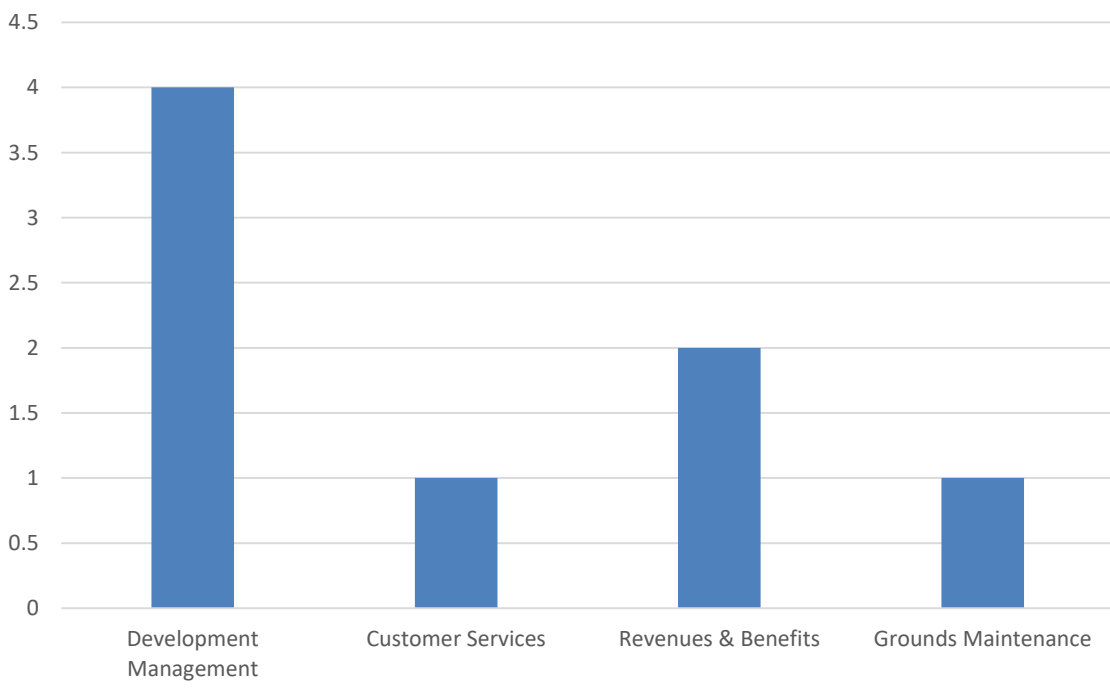


E – Number of Internal Reviews (Stage 3) complaints 01/04/18 – 31/3/19		Number	Within timescale of 15 working days	Out of timescale
Place	Community Safety	0	0	0
	Environmental Health & Licensing	0	0	0
	Emergency Planning	0	0	0
	Commercial Property Development & Investment	0	0	0
	Facilities & Estate Management	0	0	0
	Joint Venture Companies	0	0	0
	One Public Estate Support	0	0	0
	Property Services	0	0	0
	Development Management	9	4	5
	Local Plan & Planning Policy	1	0	1
	Planning Enforcement	0	0	0
	Economic Development	0	0	0
	Growth Strategy	0	0	0
	Local Enterprise Partnership Support	0	0	0
	Strategic Housing	0	0	0
	Town Centre & High Street Development	0	0	0
People	Partnership Strategy	0	0	0
	Customer Service	1	1	0
	Health & Wellbeing	0	0	0
	ICT	0	0	0
	Leisure – all three centres	0	0	0
	Transformation Programme	0	0	0
	Democratic Services	1	0	1
	Elections	0	0	0
	Health & Safety	0	0	0
	Human Resources & Payroll	0	0	0
	Legal	0	0	0
	Performance & Communications	0	0	0
	Scrutiny	0	0	0
	Accountancy	0	0	0
	Audit & Procurement	0	0	0
	Finance	0	0	0
	Revenues & Benefits	5	2	3
	Treasury Management	0	0	0
	Fleet Management	0	0	0
	Grounds Maintenance	1	1	0
Street Cleansing	0	0	0	
Waste Collection & Recycling	0	0	0	
Total		18	8	10

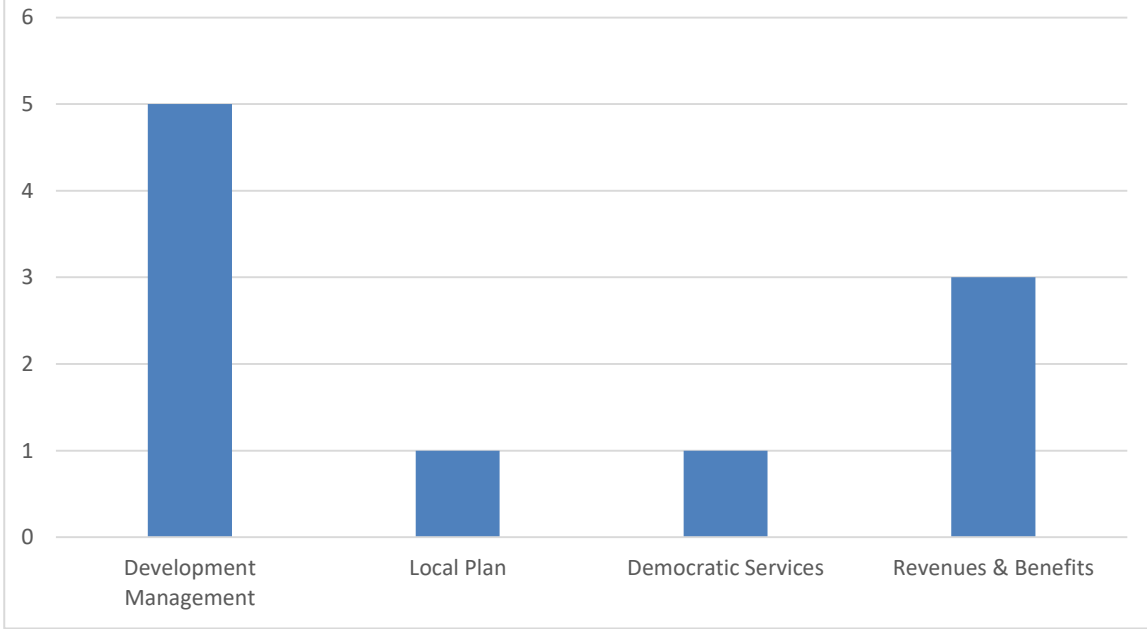
Internal Reviews received (appeals)



Internal Reviews answered within timescale (20 working days)



**Internal Reviews answered outside of timescale
(response exceeded 20 working days)**



Appendix 2

Corporate Comments Compliments and Complaints 2018 / 2019

The official Local Government Ombudsman annual review report for 2018 /2019 is due to be received during July 2019. This will then be presented at the following Standards Committee.

e Received From (LGO)	F – Local Government Ombudsman’s (LGO) - Summary	Departments Involved	Date Decision Letter Received	Ombudsman Decision
25.04.2018	(*LGO) – The complainant complained about the Councils response to their complaint about one of its Councillors in relation to Planning matters.	Development Management	23.05.2018	The Ombudsman is not investigating the complaint as it’s unlikely the Council acted with fault which has caused a significant injustice to the complainant. In addition the Ombudsman cannot achieve the outcome the complainant wants.