

EXECUTIVE COMMITTEE

Date: 24th June 2014

MAKING EXPERIENCES COUNT – QUARTERLY CUSTOMER SERVICE REPORT – QUARTER 4, 2013/14

Relevant Portfolio Holder	Councillor John Fisher
Portfolio Holder Consulted	Yes
Relevant Head of Service	Amanda de Warr – Head of Customer Access and Financial Services
Wards Affected	All Wards
Ward Councillor Consulted	N/A
Non-Key Decision	

1. SUMMARY OF PROPOSALS

This report provides Members with details of customer feedback data for the fourth quarter of 2013/14, along with some transactional data relating to the Customer Service Centre.

2. RECOMMENDATIONS

The Committee is asked to RESOLVE that

- 1) the contents of the report be noted; and**
- 2) whether the information contained could now be provided via the Members Newsletter.**

3. KEY ISSUES

- 3.1 The report, attached as Appendix 1, sets out details of customer feedback, including complaints and outcomes, compliments, Local Ombudsman complaints and other customer satisfaction. It gives information on how well we have handled complaints against our agreed timescales.
- 3.2 It also provides some transactional data for the Customer Service Centre and One Stop Shops.

Financial Implications

- 3.3 There are no direct financial implications, although failure to deal appropriately with complaints can lead to financial recompense being necessary.

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Legal Implications

- 3.4 There are no legal issues arising from this report. Any legal issues arising from complaints are dealt with on a case by case basis.

Service/Operational Implications

- 3.5 The Every Customer Every Time, Customer Service Strategy was launched in March 2011 and sets out our vision for excellent for excellent customer service provision and improving the customer experience when having contact with the council.
- 3.6 As an authority committed to improving customer care customer feedback and demand data is used to measure what is happening in our systems, and to inform improvements
- 3.7 Quarterly reporting is intended to ensure Members of the Council and customers are updated in respect of customer feedback, especially complaints made in respect of service provision.
- 3.8 Improvements to the way we handle complaints has resulted in less officer time spent chasing responses and re-investigating and is having a positive impact on outcomes for customers. Complaint trends are picked up within the services. Complaint numbers are relatively low and there are generally no strong trends.
- 3.9 The information provided is for information and is also published on the Council's website. Whilst it is important that there continues to be an overarching view of customer feedback, and this would continue through monitoring and review, Members are asked to consider whether this data now needs to be presented at Executive or could be effectively distributed via the Members Newsletter.

Customer / Equalities and Diversity Implications

- 3.10 It is important to monitor aspects of customer service to ensure that we are improving and developing. Customers need to know that we respond properly to complaints and act on the issues raised to reduce the possibility of them happening again.

4. RISK MANAGEMENT

- 4.1 It is important to use the Council's complaints or compliments to measure how well the system is meeting its purpose and to act on those complaints to fix the system where it is failing

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5. APPENDICES

Appendix 1 - Quarterly Customer Feedback Report Quarter 4
2013/2014

6. BACKGROUND PAPERS

The details to support the information provided within this report are held by Head of Customer Services.

AUTHOR OF REPORT

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