

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Self-Regulation Select Commission
2.	Date:	8 March 2012
3.	Title:	EDS Customer Care Overview Report 1st July, 2011 to 31st December, 2011
4.	Directorate:	Environment and Development Services

5. Summary

The following report details performance statistics against the Customer First Charter and suggests recommendations for improvement where necessary for the period 1st July 2011 – 31st December 2011

6. Recommendations

- (i) **That the contents of the report be noted**

7. **Customer Charter/Service Standards**

The revised Customer Charter has been agreed by SLT/Cabinet and looks to bring the Charter into line with the work currently being undertaken on Service Standards and to align it to the recently refreshed Customer Access Strategy

The revised service standards are based around:-

- Easy Access
- On Time
- Right Result
- Treated Right

8. **Proposals and Details**

The report covers the statistical information relating to Customer contacts received by Environment and Development Services arising from customer Complaints, Comments and Compliments.

Statistical Information

% of letter from the public acknowledged within 3 working days, target 100%

Department	No.	In Target	%
Asset Management	15	15	100%
Planning & Regeneration	127	127	100%
Streetpride	856	856	100%
Totals	998	998	100%

% of letters responded to from the public within 10 working days, target 100%

Department	No.	In Target	%
Asset Management	15	11	73%
Planning & Regeneration	127	122	96%
Streetpride	856	851	99%
Totals	998	984	98.5

% of complaints acknowledged and responded to within timescales in the Corporate Complaints procedure, target 100%

All complaints, comments and compliments for Environment & Development Services are monitored through the Siebel system.

% of complaints acknowledged with within timescale:

Department	% In target
Asset Management	-
Planning and Regeneration (inc C&L)	100%

Streetpride (inc C&L)	100%
LGO	100%
EDS Overall	100%

% of complaints dealt with within timescale:

Department	% In target
Asset Management	-
Planning and Regeneration (inc C&L)	100%
Streetpride (inc C&L)	86.6%
LGO	100%
EDS Overall	89.2%

From 1st July 2011 to 31st September, 2011 EDS received 50 Stage 1 complaints, 5 Stage 2, 0 Stage 3 complaints and 2 complaints from the LGO.

% of comments dealt with within timescale:

Department	No.	In Target	%
Asset Management	17	17	100%
Planning and Regeneration (inc C&L)	156	144	92%
Streetpride (inc C&L)	229	222	97%
EDS Overall	402	383	95%

No. of compliments received:

Department	No Received
Asset Management	-
Planning and Regeneration (inc C&L)	10
Streetpride (inc C&L)	46
EDS Overall	56

Complaints handling trend analysis

A simple comparison with the previous quarters and quarterly averages for 2010 – 11 shows the following current trends:

Department / Complaints Stage	Quarterly Average 2010 - 11	Quarter 2 2011 - 12	Quarter 3 2011 - 12
Asset Management			
Stage 1	0.75	0	0
Stage 2	0.25	0	0

Stage 3	-	-	
LGO	-	-	2
All Stages	1	0	2
Planning & Regeneration (inc C&L ex 10/11 qtrly average)			
Stage 1	7.25	6	8
Stage 2	2.5	1	2
Stage 3	-	-	
LGO	1	1	1
All Stages	10.75	8	11
Streetpride (inc C&L ex 10/11 qtrly average)			
Stage 1	15.75	13	14
Stage 2	0.75	0	1
Stage 3	-	-	
LGO	1	1	0
All Stages	17.5	14	15
Culture & Leisure			
Stage 1	7		
Stage 2	0.5		
Stage 3	0.25		
LGO	-		
All Stages	7.75		
EDS Overall			
Stage 1	30.75	19	22
Stage 2	4	1	3
Stage 3	0.25	0	0
LGO	2	2	3
All Stages	37	24	28

Key : Increase on quarterly average
No change
Reduction on quarterly average

Implementation of recommended improvements

In addition to identifying the lessons learnt from the complaints process, an important outcome is that the Council is seen to be implementing the recommended improvements arising from the complaint, ensuring as much as possible that similar complaints do not arise in the future.

Learning from Complaints

All Stage 1 complaints are sent to the responding Service Manager with an accompanying Lessons Learnt Template. The completed template needs to be returned along with the draft response for quality checking.

9. Finance

The main financial issue regarding customer care issues is in respect of staff time. By improving customer care it should reduce the number of complaints received and the length of time staff are required to deal with customer complaints.

Additional financial implications will be seen if a complaint is escalated through the procedure particularly at Stage 3. Similarly increased financial costs will be seen if a complaint is upheld and a local settlement is agreed via a compensatory payment.

10. Risks and Uncertainties

There are risks related to reputation and the customer perception of the Authority.

Risks are also present in terms of the accuracy of the performance information reported for answering letters to the public as the accuracy of this information is based on the timely return of data from each service area.

11. Policy and Performance Agenda Implications

This report supports our commitment to "The way we do business principles" - these underpin our corporate plan and aim to ensure that we will focus on the things that local people feel are most important and we will deliver the best service by:

Talking and listening to all our customers and treating everyone fairly and with respect

Supporting and enabling our communities to help themselves whilst meeting the needs of the most vulnerable

Getting it right first time, reducing bureaucracy and getting better value for money

Working with partners to ensure people get the services and support they need as early as possible

Having the right people, with the right skills in the right place at the right time

12. Background Papers and Consultation

All letters, comments and complaints are logged on Siebel or the Answering Letters from the Public Database

RBT Precision reports on answering the telephones are distributed to managers on a monthly basis. A summary spreadsheet of performance on answering telephones is kept in the Performance and Quality Section

**Contact Name : Emma Hill, extension 22157, Service Improvement Officer
(Complaints) emma.hill@rotherham.gov.uk**