
ANNUAL CUSTOMER FEEDBACK REPORT

2016 - 2017



COMPLAINTS | COMPLIMENTS
LEARNING | COMMENTS



2016-17 ANNUAL CUSTOMER FEEDBACK REPORT

INTRODUCTION

Welcome to Barnsley Council's Annual Customer Feedback Report. This gives our partners and residents important information on the expectations and experiences of the services you've received during 2016-17.

This report looks at complaints, compliments and comments recorded by the council from 1 April 2016 to 31 March 2017. This includes complaints received about adult and children's social care services.

We've achieved so many great things this year however, it's one of our challenges to make sure that we respond to and manage rising customer expectations and demands, but also recognise the opportunities this presents.

To achieve this we need to listen to your feedback, manage expectations and continuously improve our services. This is why customer feedback (compliments, complaints, and comments) is important, and why it's our aim to make sure that you feel able to provide us with feedback. We're working hard to make sure you know how to do this and that we respond fairly and in partnership with you. We'll aim to reach a swift resolution because putting you at the heart of our services is something we always consider.

It's vital to continuous service improvement to know when things have gone right and when people are happy with the services they receive. However, on those occasions when things go wrong, complaints are equally valuable. They provide a chance to identify errors and to make sure the same mistake is not repeated in the future.

Not all customer concerns need to be processed as a complaint. When a customer has contacted the service direct and their concerns are resolved by the service there is no need to escalate these to the council's complaints procedures. Therefore the information reported on below does not include these concerns unless the customer remained unhappy and pursued their concerns further. It's important that we make sure the customer is always informed of their right to make a complaint if their concern is not resolved or they remain unhappy.

The Customer Feedback and Improvement team, who are part of Customer Services, are responsible for the management, facilitation and collation of all customer feedback received for the council.

WE VALUE YOUR FEEDBACK

Customer feedback is a great way for us to understand and manage how you experience the services we provide. It lets us monitor our performance against the values that are really important to us.

WE'RE
PROUD

We've received a total of **458** compliments

WE'RE
HONEST

504 customer complaints have been received

WE'LL BE
EXCELLENT

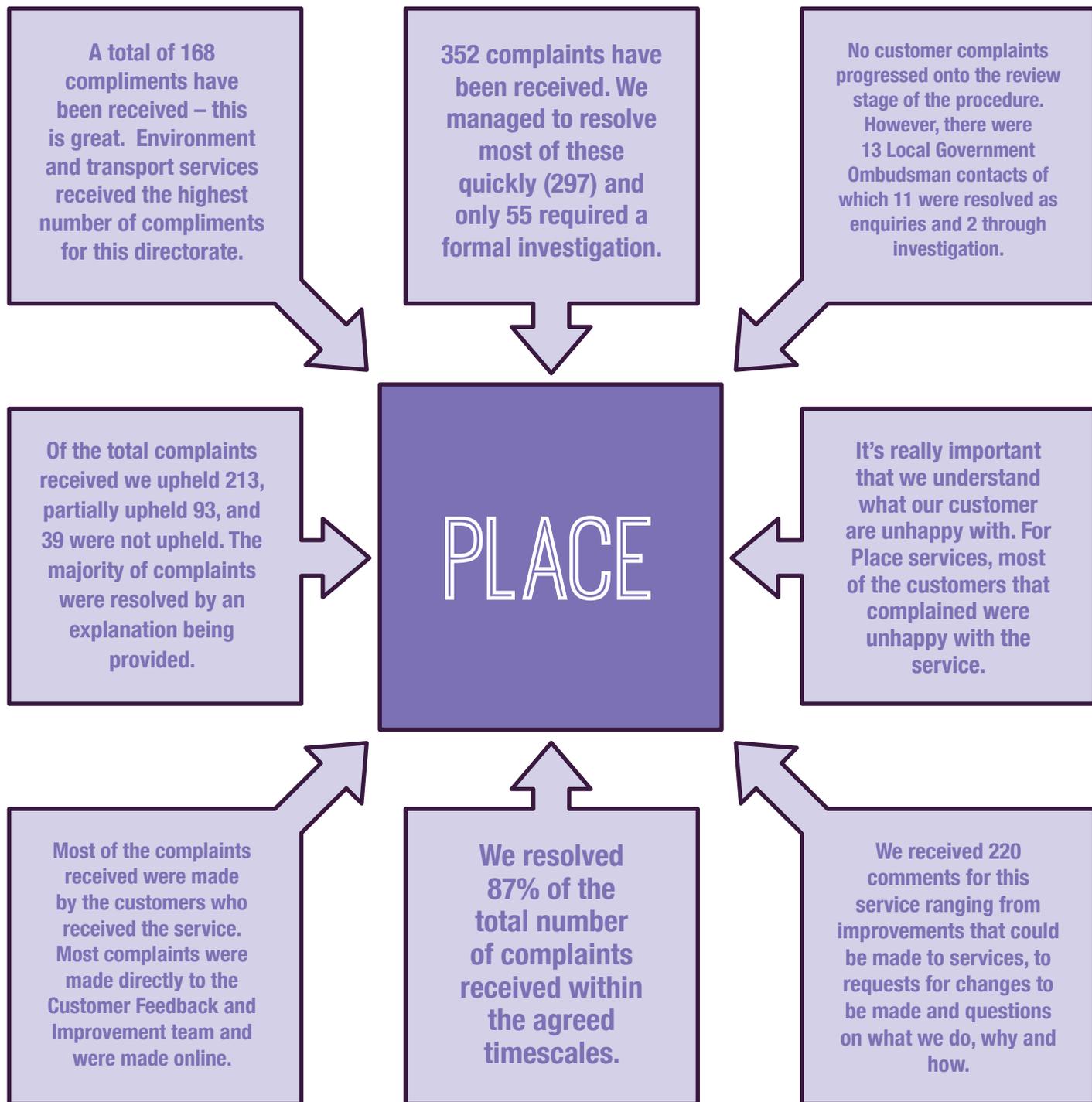
We want to listen to what you have to say and learn from when things go wrong. See our learning from feedback on page 12.

WE'RE A
TEAM

There's been **36** Local Government Ombudsman contacts received and **12** of these have been investigated.

CUSTOMER FEEDBACK PLACE DIRECTORATE

This part of the report takes a look at the customer feedback that has been received from customers about the services which form part of the council's Place directorate. **A directorate is what we call a group of services.** For Place, this includes environment and transport (such as waste management and highways), culture, housing and regulation (such as museum, housing, trading standards) and economic regeneration (such as planning, town centre redesign).



Here are some examples of the compliments we've received:

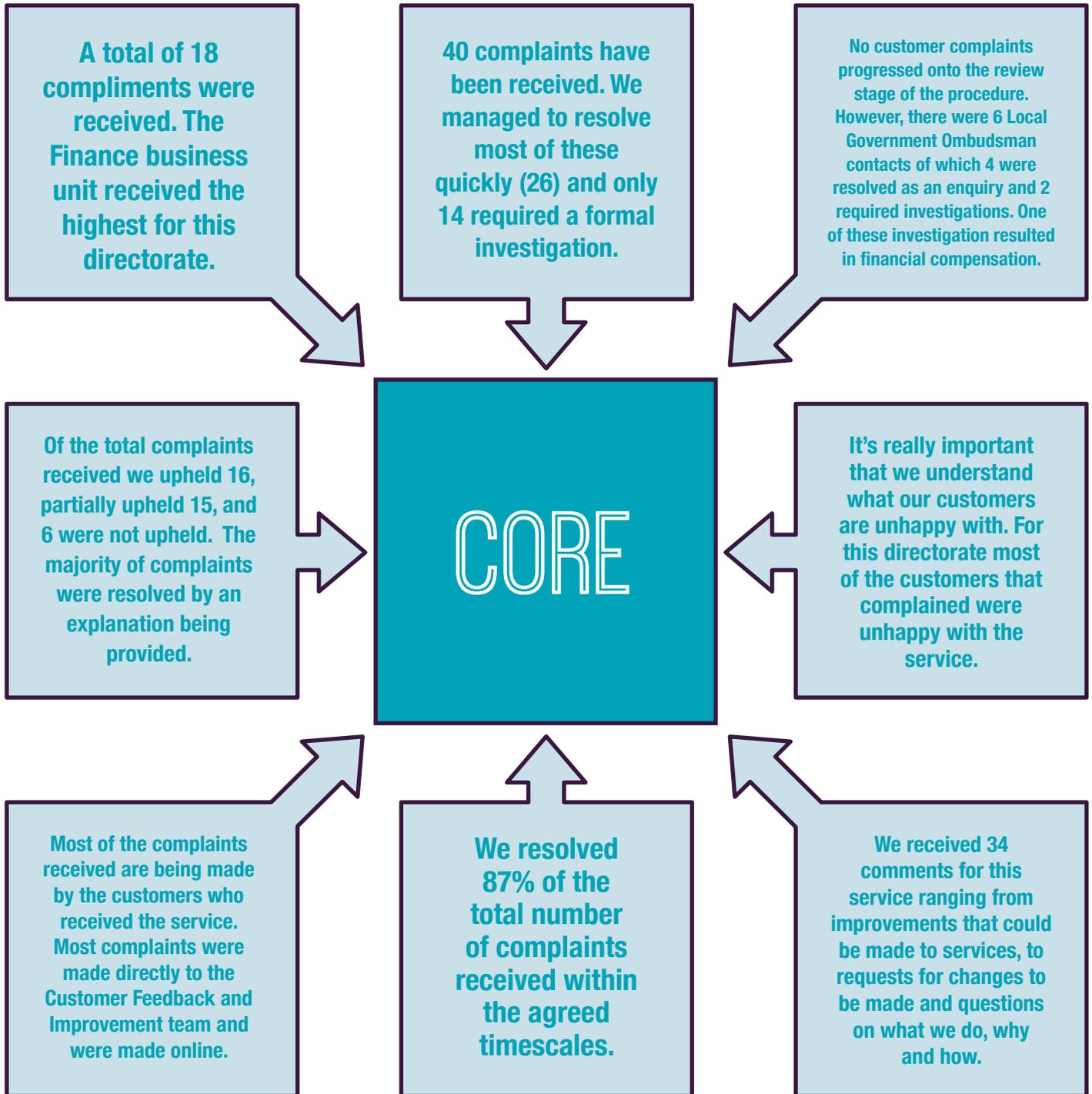
A member of the public wanted to thank the traffic warden who helped them carry some very heavy bags to the charity shop. They described them as **“an absolute diamond”**.

A member of the public who visited the Cooper Gallery told us:

“ I would just like to tell you how much we enjoyed our visit. We came mainly to see the linocuts. But the whole gallery is a joy. We had a very nice lunch in the café. It was very busy and the staff worked very hard to get everyone served quickly. Barnsley should be rightfully proud of this treasure. **”**

CUSTOMER FEEDBACK CORE DIRECTORATE

This part of the report takes a look at the customer feedback that has been received from customers about the services which form part of the council's Core directorate. This includes finance (payments; council tax), assets (buildings), information services (technology), human resources (employees and health and safety), business support (administration), legal (audit and compliance) and governance (member support).



Here are some examples of the compliments we've received:

A customer who held an event at the Town Hall told us:

“ It was a great evening and it was great to have had such support from you and the team at the Town Hall. ”

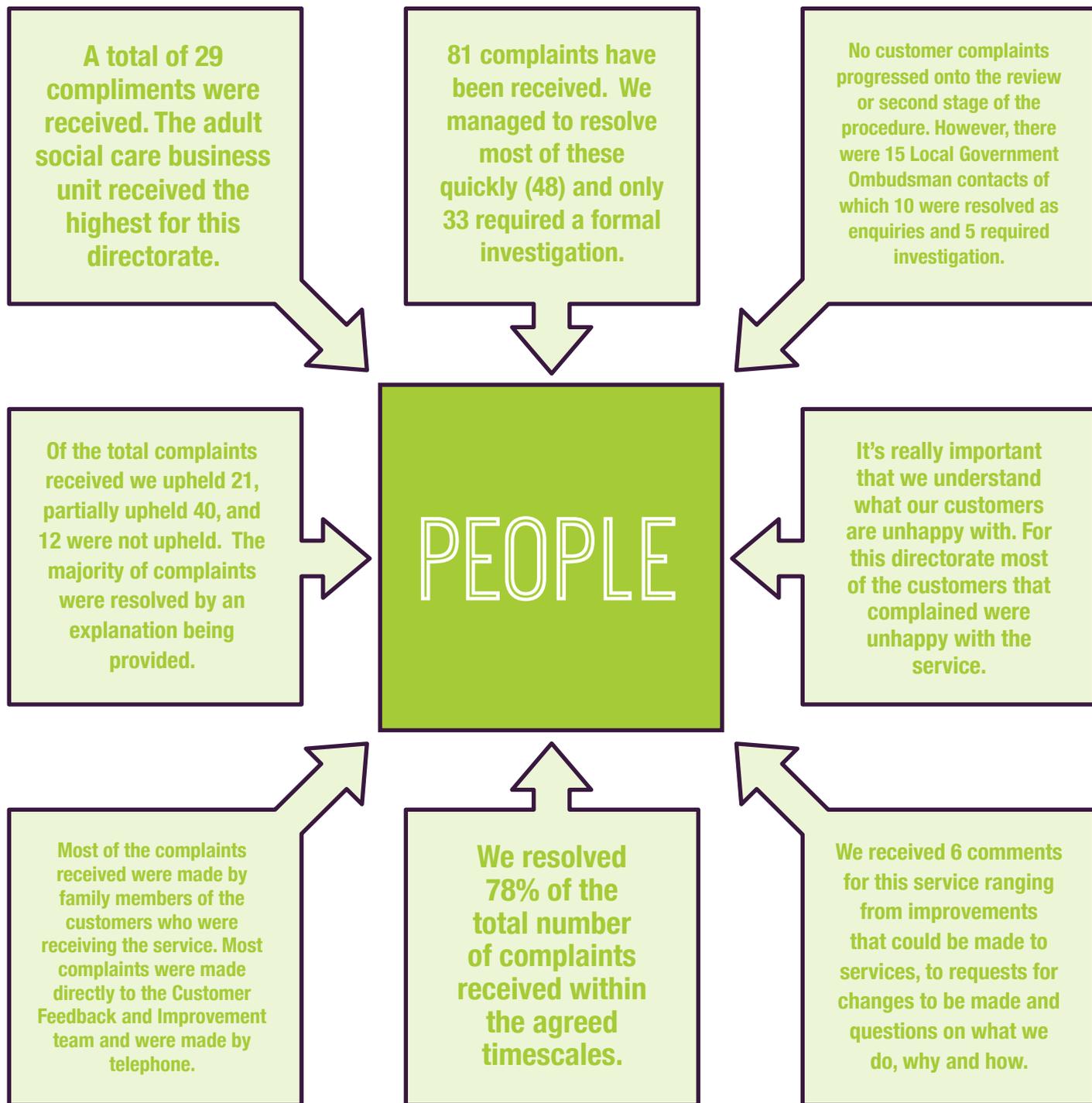
A vendor said the following about our commercial services:

“ She has been very helpful, very professional and has resolved an ongoing query for me quickly and competently. I think she has gone above and beyond. ”

CUSTOMER FEEDBACK

PEOPLE DIRECTORATE

This part of the report takes a look at the customer feedback that has been received from customers about the services which form part of the council's People directorate. This includes: education (education welfare), early start (child care) and prevention (family centres), adult social care and health, children social care and safeguarding.



Here are some examples of the compliments we've received:

A family member who was receiving support from the disability team wrote to us saying:

“ You're very nice, polite and straight to the point. Always putting other people first, especially children, yes I know it's your job but you excel your position. ”

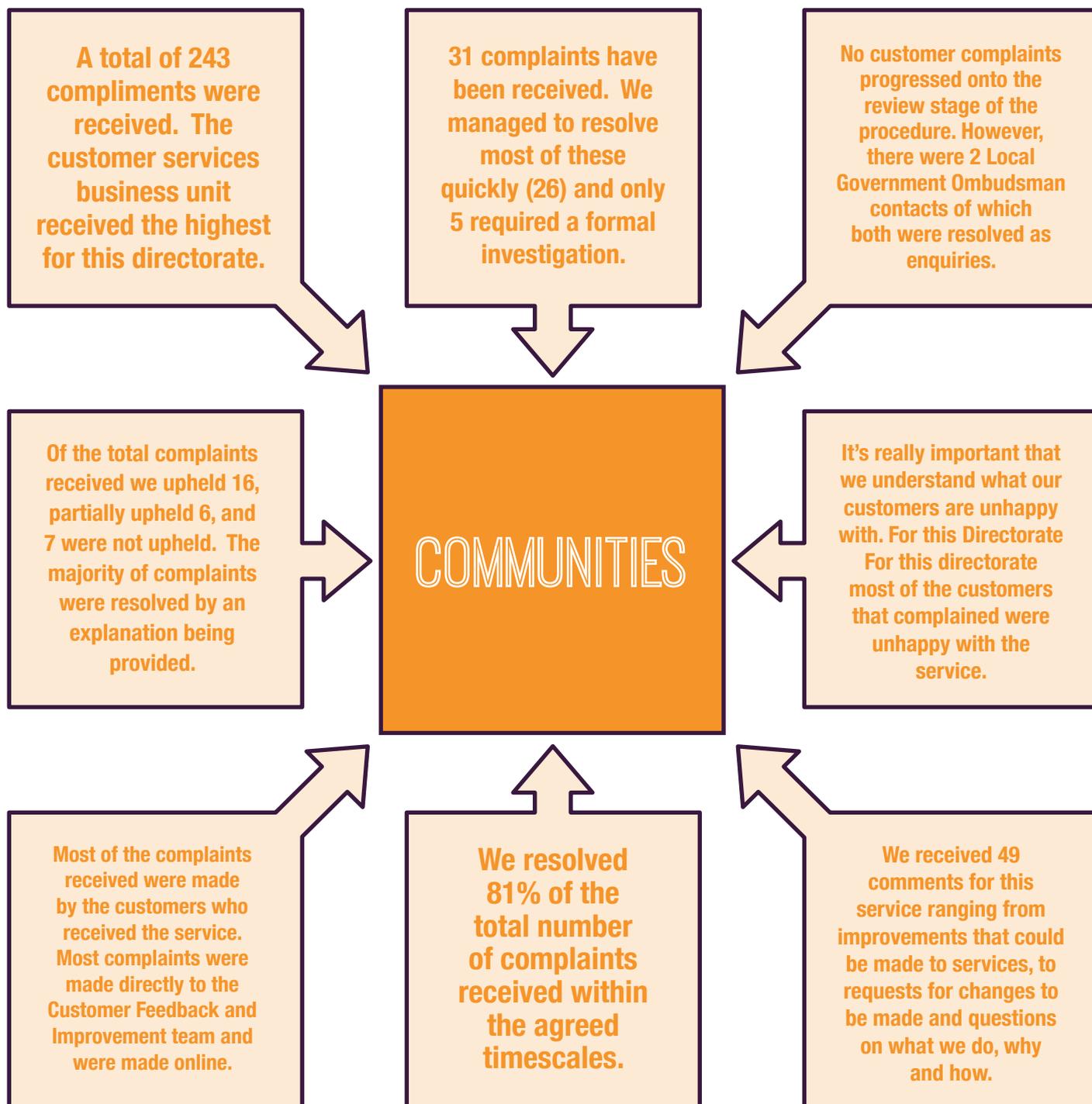
A family member whose parent received support from adult social care said:

“ Your support and genuine kindness turned around what had been a horrible isolating experience and you made such a difference. ”

CUSTOMER FEEDBACK

COMMUNITIES DIRECTORATE

This part of the report takes a look at the customer feedback that has been received from customers about the services which form part of the council's Communities directorate. This includes customer services (libraries, digital, day opportunities schools catering) and stronger, safer and healthier communities (parks, safer neighbourhoods and enforcement).



Here are some examples of the compliments we've received:

A customer who used our registrars
(celebratory services) told us:

“ You were so fantastic from the start of the process to the day itself. Your manner during the ceremony was absolutely lovely, warm and humorous and the ceremony felt very personal. You really made our special day even more memorable. ”

A partner organisation commented about
our Stronger Barnsley team:

“ We work with lots of organisations in partnership and the team we are working with at Barnsley Council definitely stand out as being the most innovative, enthusiastic, pragmatic and excellent at partnership working. ”

LEARNING FROM FEEDBACK

YOU SAID...

A customer told us that they were not happy with a change to their residency payments and that our process for assessing these did not take into consideration individual circumstances.

WE DID...

In response to this we said we would:

- Make sure that we clearly explained how we make our decisions.
- Change our procedure to ensure exceptional circumstances are considered.

YOU SAID...

A customer asked us to provide CCTV footage that they wished to use to support an insurance claim. Unfortunately, because there was a delay in how the contact was handled it resulted in the CCTV footage no longer being available.

WE DID...

We offered the customer our apologies and agreed to:

- Review our CCTV process for making a request.

YOU SAID...

A vulnerable customer tried to access our online services but had difficulty in being able to do this and when they sought help they still felt unsupported and had to seek assistance from a family member.

WE DID...

We agreed to:

- Explore how we identify vulnerable customers and make our services accessible to them.
- Explore the provision of training to staff in supporting vulnerable customers.
- Seek to improve our online systems so they are accessible to all customers – online videos

CUSTOMER FEEDBACK EQUALS AN OPPORTUNITY TO LEARN

CUSTOMER FEEDBACK DATA

One of the aims of the customer feedback and improvement team is to try and make the information we produce interesting and easy to read. We understand it's important to be clear and transparent so we've included the key data with an explanation on our performance. This data has helped us to produce this report.

1. NUMBER OF COMPLIMENTS

Directorate*	Business Unit**	Q1	Q2	Q3	Q4	Total	Directorate Total
Core	Finance, assets and information services	9	3	4	2	18	18
	Legal and governance	0	0	0	0	0	
	Human resources, communications and business support	0	0	0	0	0	
Place	Culture, housing and regulations	9	21	6	25	61	168
	Environment and transport	18	19	23	42	102	
	Economic regeneration	1	2	0	2	5	
Communities	Customer services	76	20	70	31	197	243
	Stronger, safer and healthier communities	6	11	5	24	46	
People	Education, early start and prevention	0	1	1	1	3	29
	Adult assessment and care management	0	2	3	14	19	
	Children's social care and safeguarding	2	2	1	2	7	
Total		121	81	113	143	458	

*Business Unit: what area the service falls under **Directorate: what we call a group of services

This year we have recorded fewer compliments than we did last year (541).

Whilst this is disappointing we are working to make sure that all our customers and staff know how they can share their positive experiences with us.

2. NUMBER OF COMPLAINTS AND RESOLUTION METHOD

Directorate	Business Unit	Q1	Q2	Q3	Q4	Total	Early Resolution
Core	Finance, assets and information services	4	3	7	10	24	26
	Legal and governance	1	0	0	0	1	
	Human resources, communications and business support	0	0	0	1	1	
Place	Culture, housing and regulations	0	0	2	1	3	297
	Environment and transport	56	141	49	42	288	
	Economic regeneration	5	1	0	0	6	
Communities	Customer services	8	1	5	4	18	26
	Stronger, safer and healthier communities	3	2	0	3	8	
People	Education, early start and prevention	0	2	1	1	4	48
	Adult assessment and care management	2	8	10	3	23	
	Children's social care and safeguarding	3	2	9	7	21	
Total		82	160	83	72	397	

Directorate	Business Unit	Q1	Q2	Q3	Q4	Total	Formal Complaints
Core	Finance, assets and information services	7	4	2	1	14	14
	Legal and governance	0	0	0	0	0	
	Human resources, communications and business support	0	0	0	0	0	
Place	Culture, housing and regulations	0	1	2	1	4	55
	Environment and transport	21	19	2	2	44	
	Economic regeneration	2	4	0	1	7	
Communities	Customer services	1	1	0	1	3	5
	Stronger, safer and healthier communities	0	1	1	0	2	
People	Education, early start and prevention	2	0	1	0	3	33
	Adult assessment and care management	7	1	2	3	13	
	Children's social care and safeguarding	7	3	4	3	17	
Total		47	34	14	12	107	

Overall Total						504
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We've received **120 more** complaints this year than we reported on last year (384)

This is really positive that our customers know that we want to listen to their experiences and learn from where things went wrong. It's also positive to report that we are resolving the complaints really quickly – we call these early resolutions.



3. NUMBER OF COMPLAINTS WHICH PROGRESSED

This year none of the complaints that required an investigation needed to pursue their complaint onto our next stage.

That's not to say that our customers were always happy after their investigation but when they let us know this we worked with them to establish why. We found that we could resolve their outstanding concerns through clarification and explanation of our original response to their complaint.

4. TYPES AND OUTCOMES

Types	Q1	Q2	Q3	Q4	Total
Workforce	22	131	15	32	200
Information	6	2	6	4	18
Service Provision	62	10	0	0	72
Communication and Consultation	22	34	20	16	92
Process and Procedure	13	17	55	32	117
Policy	4	0	1	0	5
Total	129	194	97	84	504

Most of our complaints were about our workforce and the way we do things.

We also upheld most of the complaints we received and in most occasions we provided an explanation as a resolution.

Types/Outcomes	Upheld	Partially Upheld	Not upheld	Withdrawn	Outstanding	Total
Workforce	147	30	19	0	2	198
Information	4	9	5	1	2	21
Service Provision	50	14	6	1	1	72
Communication and Consultation	30	39	15	0	8	92
Process and Procedure	33	60	18	1	4	116
Policy	2	2	1	0	0	5
Total	266	154	64	3	17	504

Types/Outcomes	Apology	Explanation	Reassurance	Change to Service	Financial Redress	Other	Total
Workforce	28	131	18	0	1	17	195
Information	2	12	0	1	1	2	18
Service Provision	3	54	9	2	0	2	70
Communication and Consultation	14	49	11	2	1	6	83
Process and Procedure	10	74	9	5	6	9	112
Policy	0	2	1	1	0	1	5
Total	57	322	48	11	9	37	484

5. TIMESCALES

Directorate	Business Unit	Total Complaints	Total Early Resolution	Exceeded Timescale	Total Formal Complaints	Exceeded Timescale
Core	Finance, assets and information services	38	24	2	14	2
	Legal and governance	1	1	1	0	0
	Human resources, communications and business support	1	1	0	0	0
Place	Culture, housing and regulations	7	3	0	4	2
	Environment and transport	332	288	20	44	19
	Economic regeneration	13	6	3	7	1
Communities	Customer services	21	18	2	3	1
	Stronger, safer and healthier communities	10	8	2	2	1
People	Education, early start and prevention	7	4	1	3	1
	Adult assessment and care management	36	23	3	13	2
	Children's social care and safeguarding	38	21	7	17	4
Total		504	397	41	107	33

Whilst we resolved most of our complaints early...

(within 2 working days) we failed to meet this timescale on 10% of the occasions. We also didn't always meet our agreed timescales for our formal investigations and on 31% of occasions we had to extend these. We will continue to work to improve meeting the timescales we agree with our customers as we know that this is important. However, sometimes due to availability, complexity of some complaints and work pressures these timescales are exceeded.

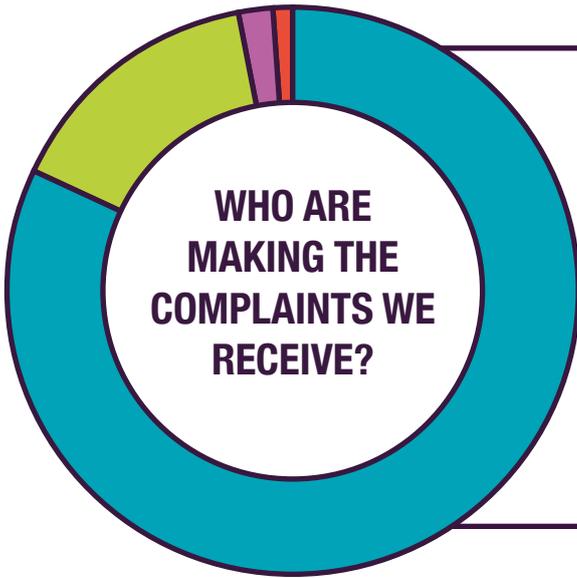
6. OMBUDSMAN

Directorate	Business Unit	No.	Enquiry	Decision	Investigation	Decision	Remedy
Core/Public Health	Finance, assets and information Services	3	2	1 Discontinued; 1 LA to pursue	1	Fault with injustice	£100 and letter of apology
	Legal and governance	1	0	0	1	Pending a decision	0
	Human resources and business support	0	0	0	0	0	0
	Culture, housing and regulations	0	0	0	0	0	0
Place	Environment and transport	3	3	1 not considering; 1 outside jurisdiction; 1 LA to pursue	0	0	0
	Economic regeneration	1	0	0	1	Discounted Investigation	0
	Customer services	7	6	3 LA to pursue; 2 not considering; 1 discontinued investigation	1	Fault with no injustice	0
Communities	Stronger, safer and healthier communities	1	1	LA to pursue	0	0	0
	Education, early Start and prevention	1	1	Outside jurisdiction	0	0	0
People	Adult assessment and care management	1	1	LA to pursue	0	0	0
	Children's social care and safeguarding	9	4	3 LA to pursue; 1 pending a decision	5	3 No Fault & no injustice; 2 pending a decision	0
	Children's Social Care and Safeguarding	0	0	0	0	2	0
Berneslai Homes		9	6	1 outside jurisdiction; 3 pending a decision; 1 LA to pursue	3	Pending a decision	0
Total		36	24		12		

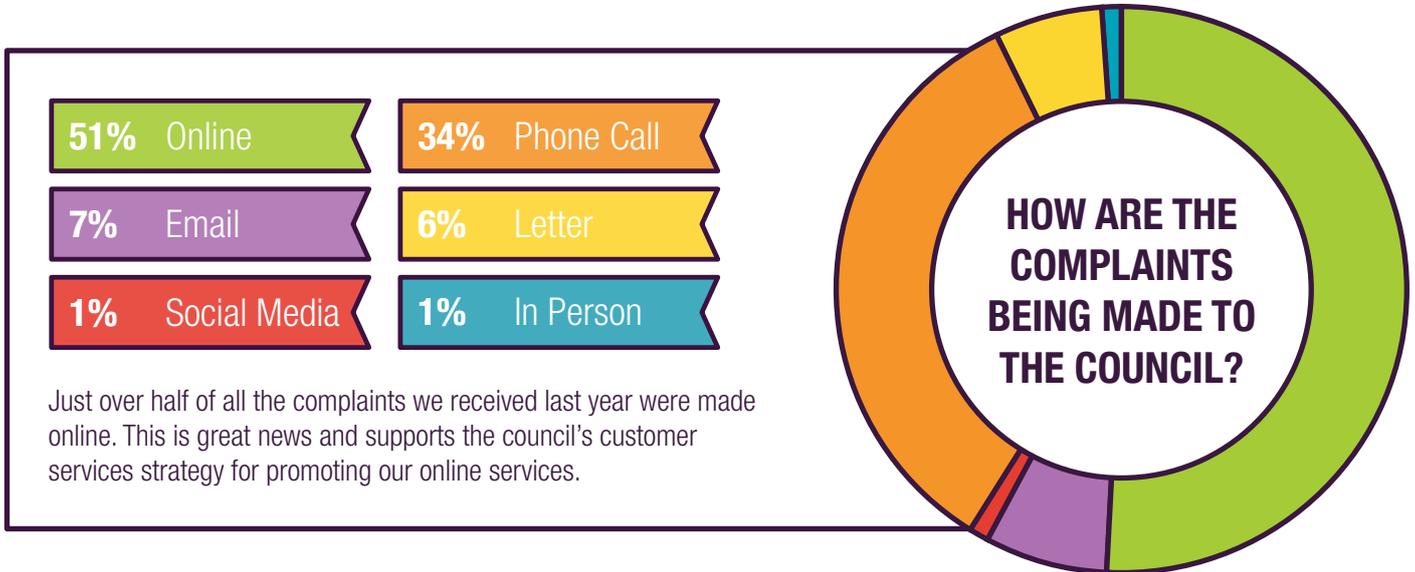
This year we have received fewer Local Government Ombudsman contacts than last year (44).

Last year also saw 6 cases resulting in a recommendation of financial redress, whereas this year we have only received 1. Of the 12 investigations which have been undertaken by the Ombudsman 2 found fault but only 1 with injustice.

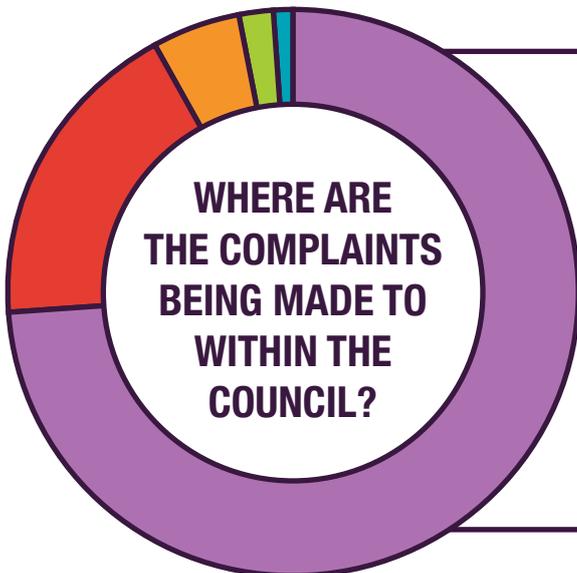
Please note that this data only relates to the first three quarters of 2016-17. Quarter 4 data whilst captured was not available at the time of publication of the report.



It's great to report that most of the complaints we receive are being made by the person who is receiving the service. Unfortunately, not many people have used an advocate this year to support them. This could be because most of our complaints are resolved through early resolution the support of an advocate is not always needed.



Just over half of all the complaints we received last year were made online. This is great news and supports the council's customer services strategy for promoting our online services.



It's pleasing to report that most of the customer who made a complaint raised their concerns directly with the Customer feedback and improvement team. This shows that the team are accessible to customers and that they are aware of their rights to complain. This is great news and we welcome all feedback from our customers.

CONTACT US

If you need help understanding this document:

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