

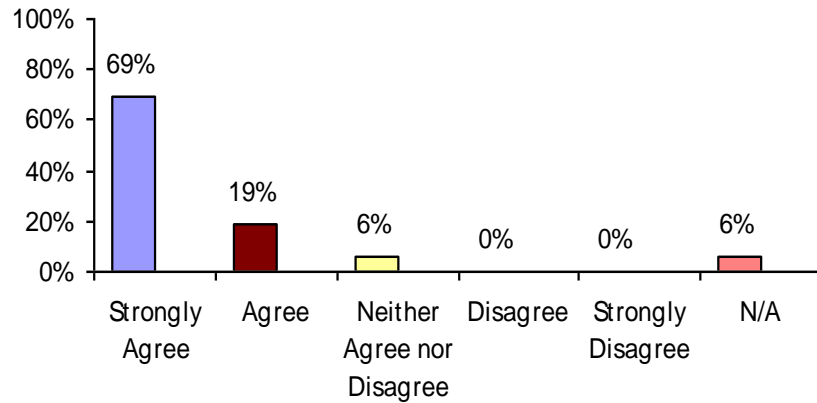
EXAMPLES OF CONSULTATION CUSTOMER SERVICE / SATISFACTION FROM INDIVIDUAL SERVICE GROUPS

1.12 Information from Taxation and Administration – Telephones and Reception – Kingsway House – 2007

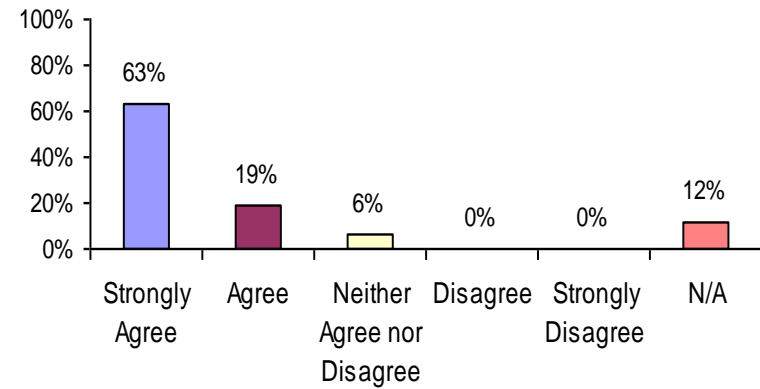
Telephones/Reception – Kingsway House
Feedback Survey 2007-2008

MAKING CONTACT

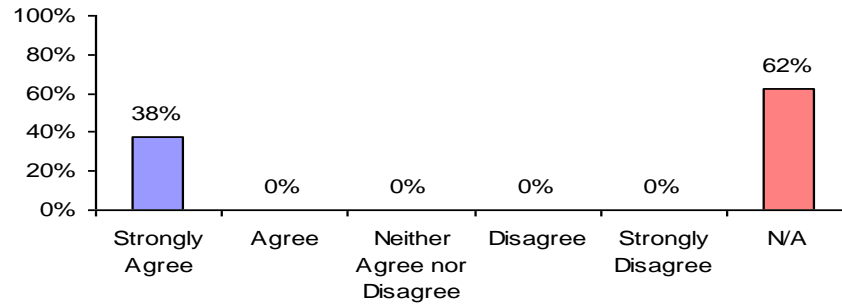
**I know exactly who to contact in the Telephones
Kingsway House Reception Team**



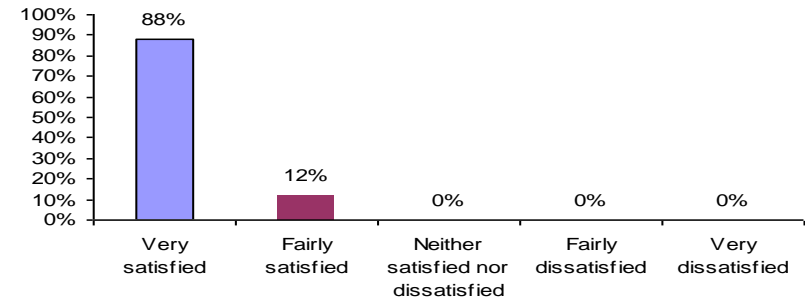
**I always get my calls returned within a
reasonable amount of time**



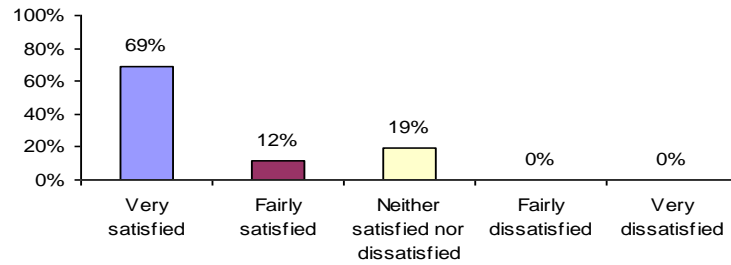
I always get my e-mails replied to within a reasonable amount of time



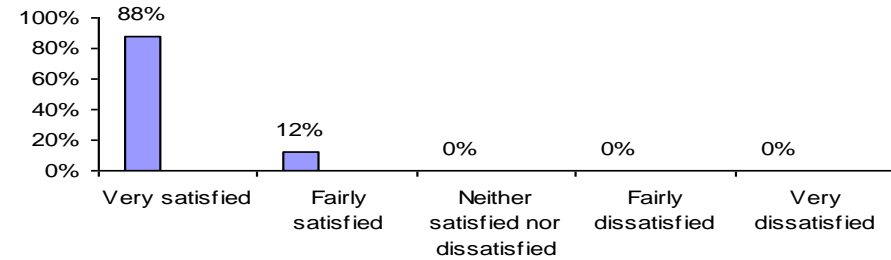
How responsive were the team to your requirements?



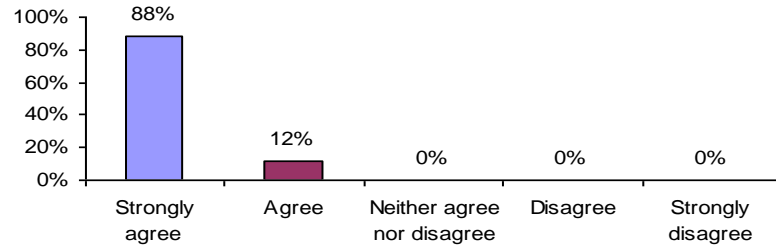
The flexibility of the service to your individual needs



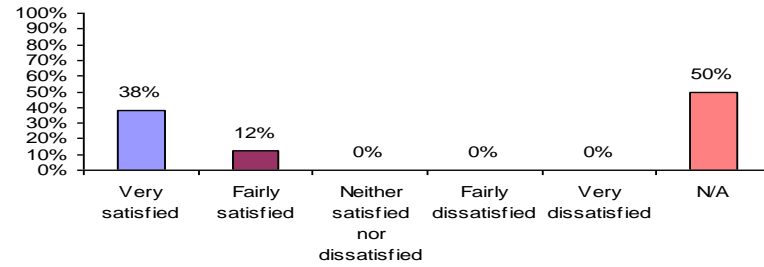
The overall reliability of the service provided by the team



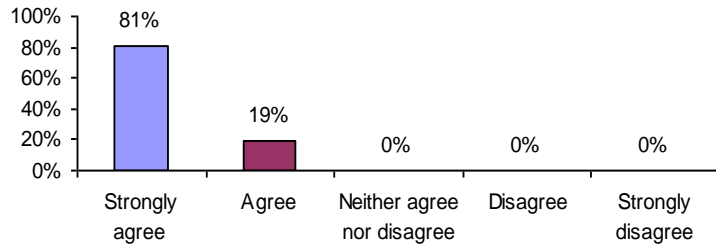
Staff within Telephones/Reception, Kingsway House are friendly and approachable



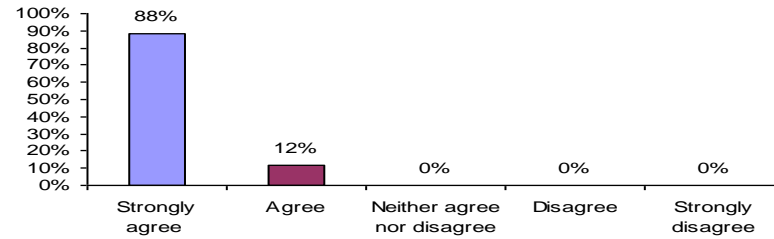
The services' willingness to respond to your suggestions for improvement/change



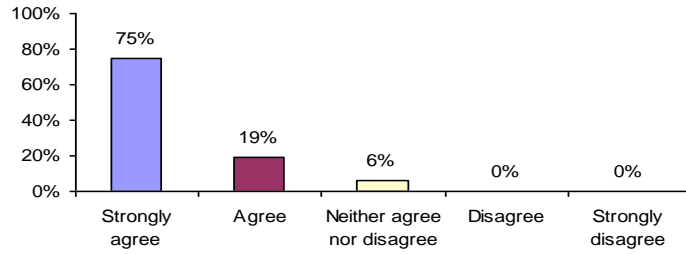
I have good rapport with the staff within the Telephones/Reception team at Kingsway House



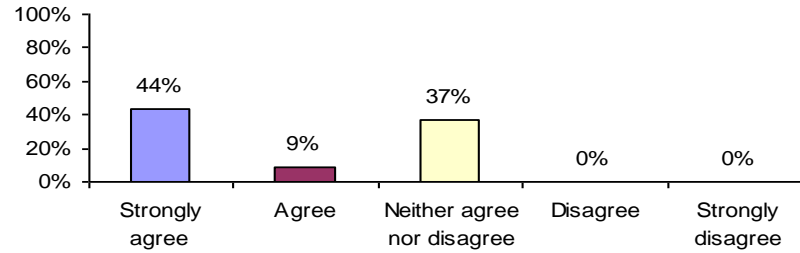
I am treated with courtesy and respect from staff within the Telephones/Reception team at Kingsway House



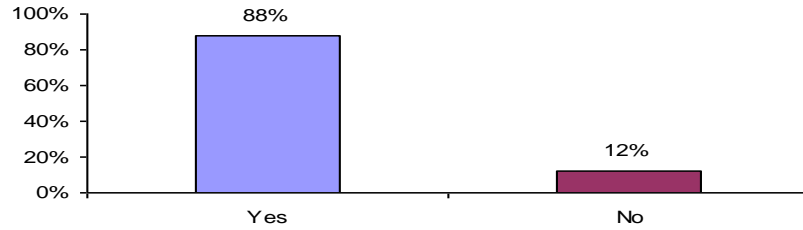
The staff within Telephones/Reception team at Kingsway House are knowledgeable of their service area



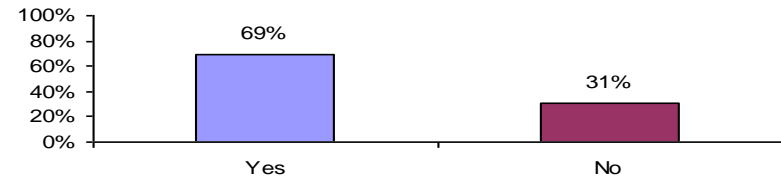
Staff within the telephone/reception team at Kingsway House are good at translating technical speak into 'common speak'



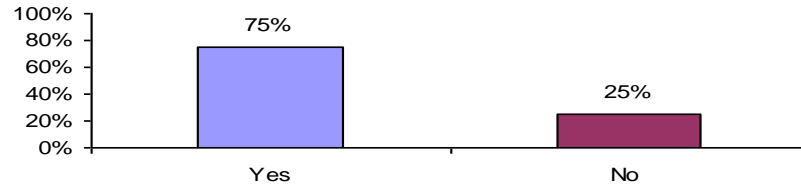
Do you feel you are well informed about the services that the telephone/reception team offer?



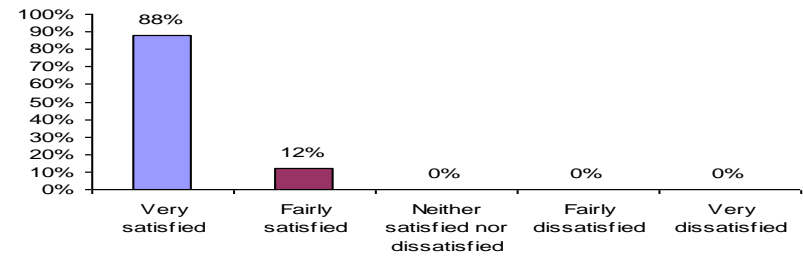
Are you fully aware of what is in your Service Level Agreement?



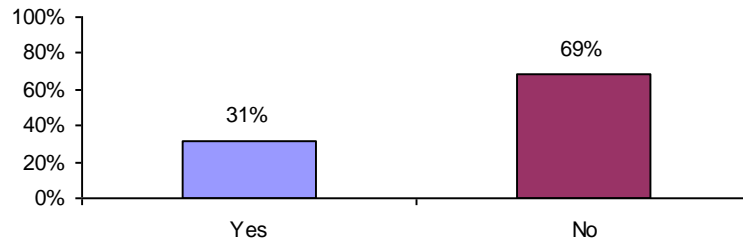
Are you aware of how well the service performs overall?



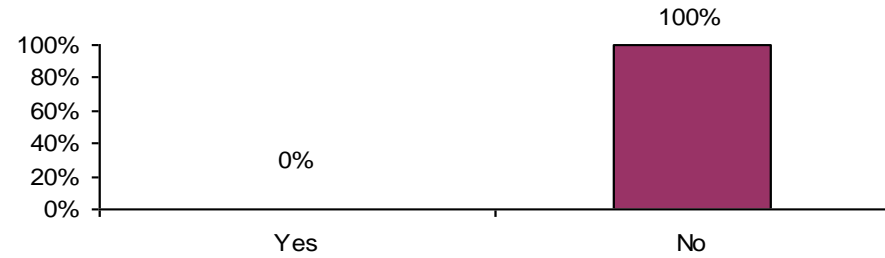
How satisfied or dissatisfied were you with the service overall?



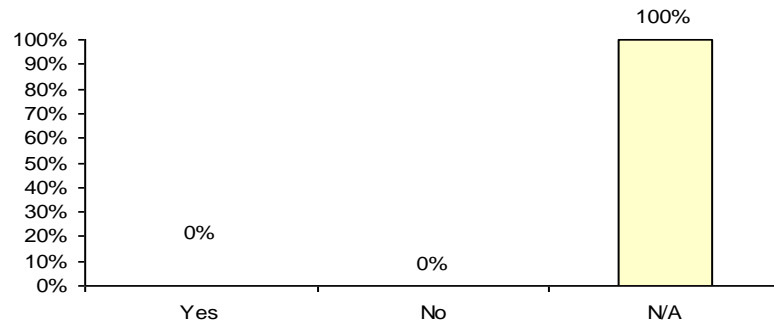
Have you seen the Administration Internal Complaints leaflet?



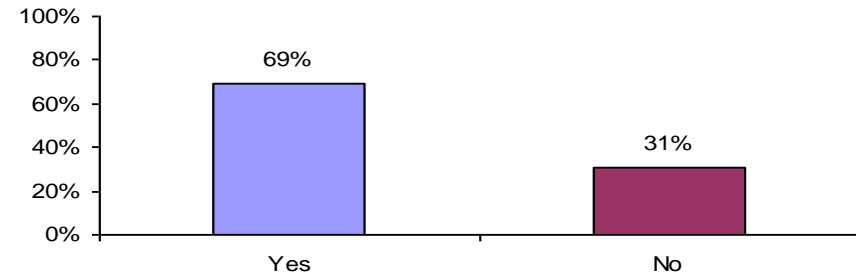
Have you used this leaflet to complain about the Service?



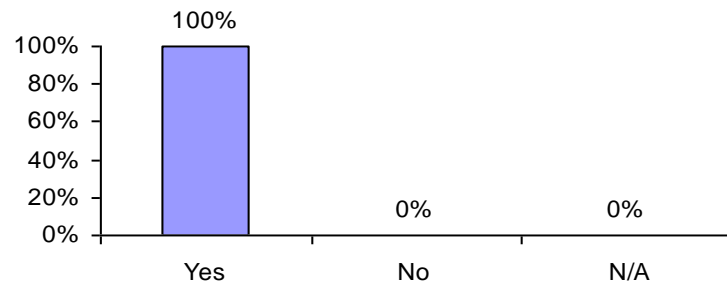
Did you find using this leaflet helpful and were you happy with the complaint procedure?



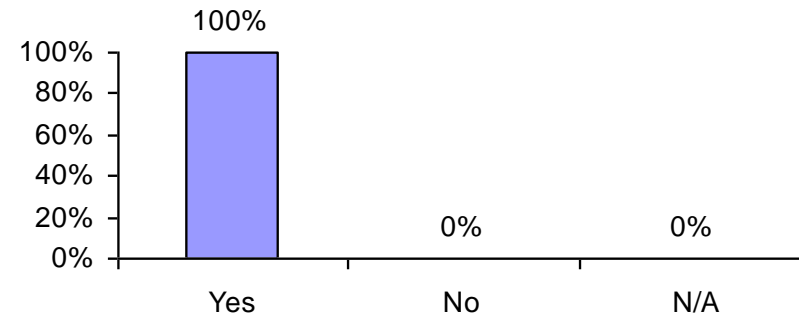
Are you aware of the Administration Standards?



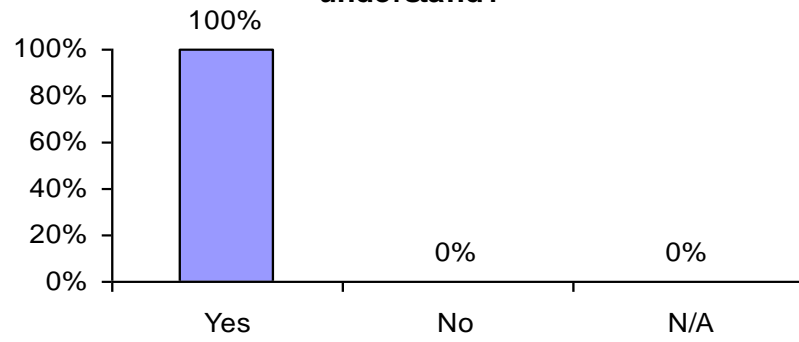
Have you seen the Administration Standards displayed on notice boards?



Do you find these standards acceptable?



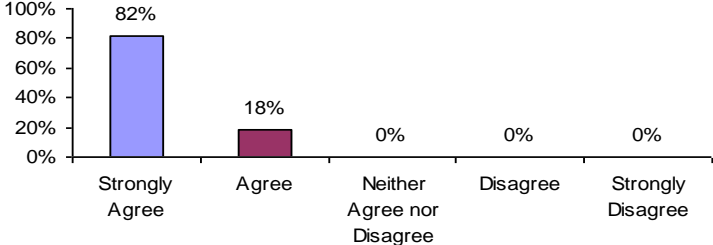
Do you find these standards easy to understand?



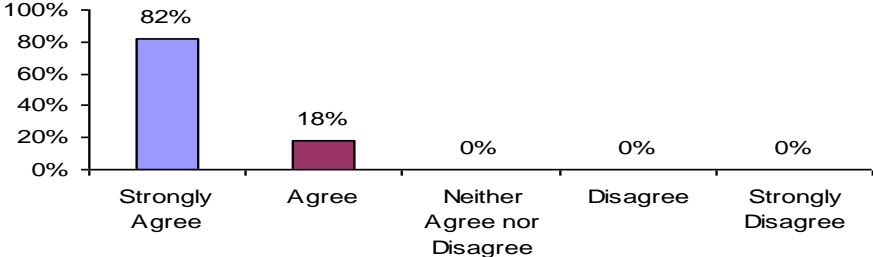
1.13 Information from Taxation and Administration – Telephones and Reception – Municipal Buildings – 2007

MAKING CONTACT

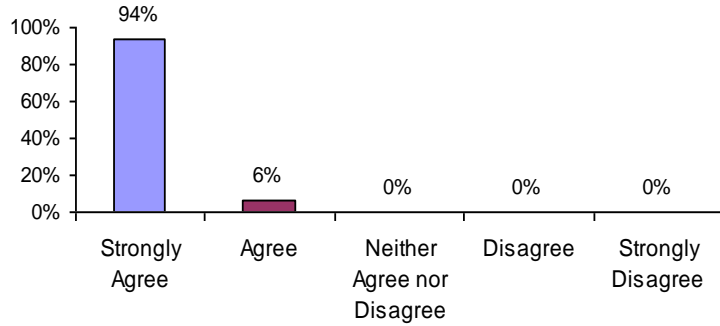
**I know how to contact the
Telephones/Reception Team at
Municipal Buildings**



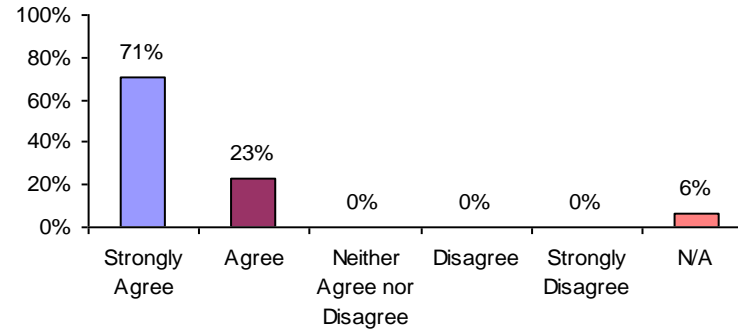
**I know exactly who to contact in the
Telephones/Reception Team at
Municipal Buildings**



I always get my calls returned within a reasonable amount of time

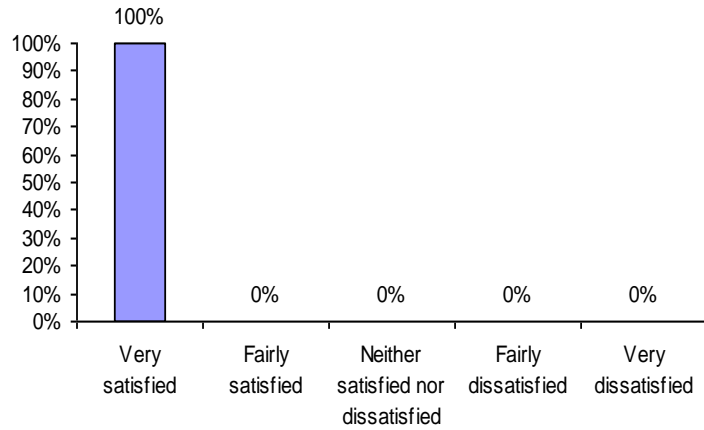


I always get my e-mails replied to within a reasonable amount of time

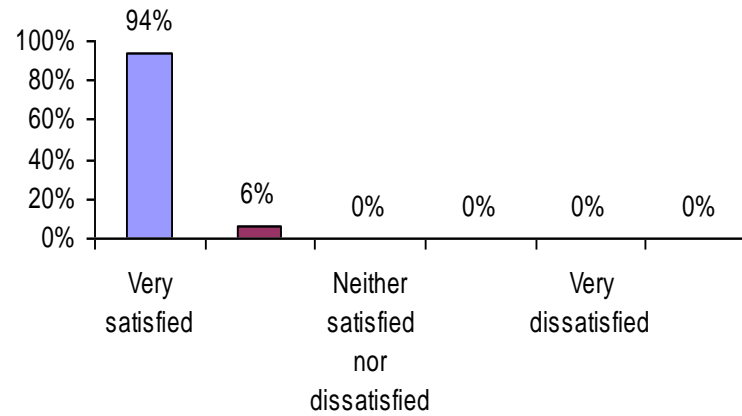


SERVICE

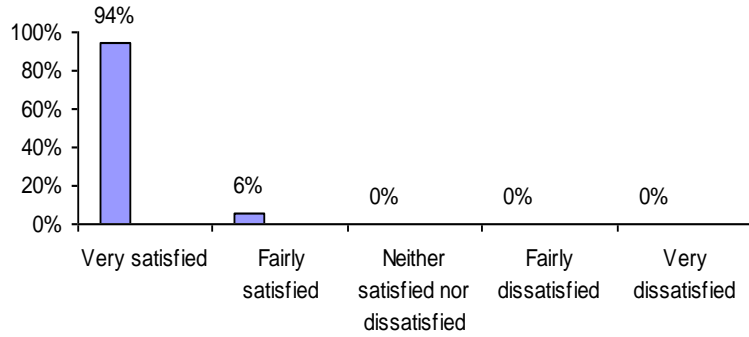
How responsive were the team to your requirements?



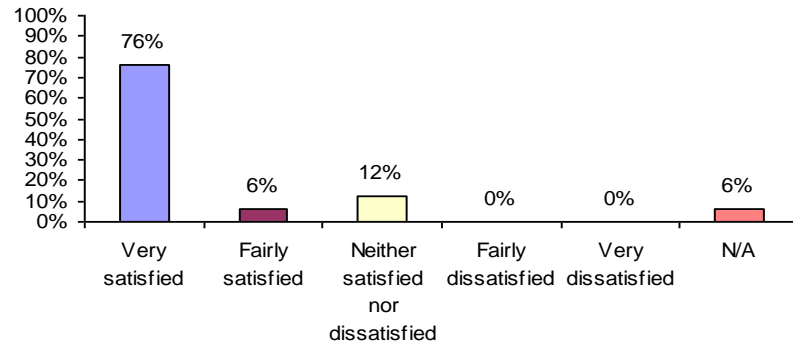
The flexibility of the service to your individual needs



The overall reliability of the service provided by the team

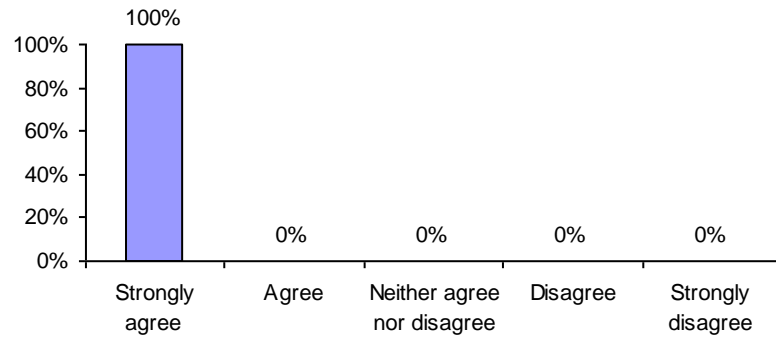


The services' willingness to respond to your suggestions for improvement/change

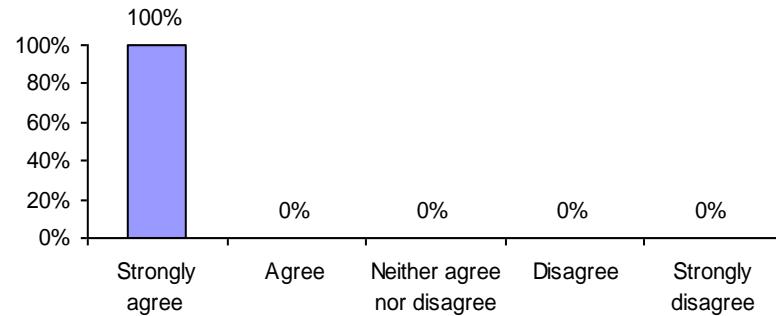


STAFFING

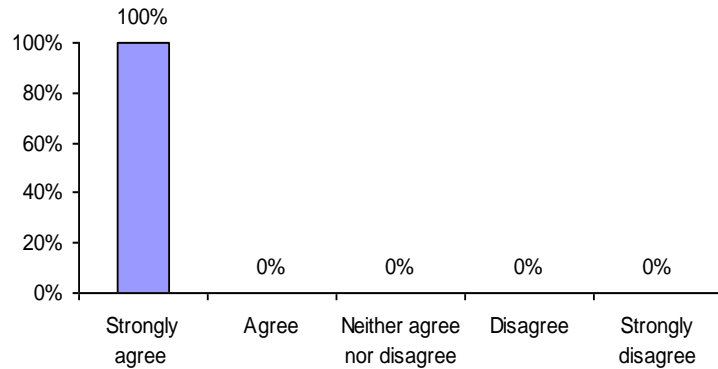
Staff within Telephones/Reception, Municipal Buildings are friendly and approachable



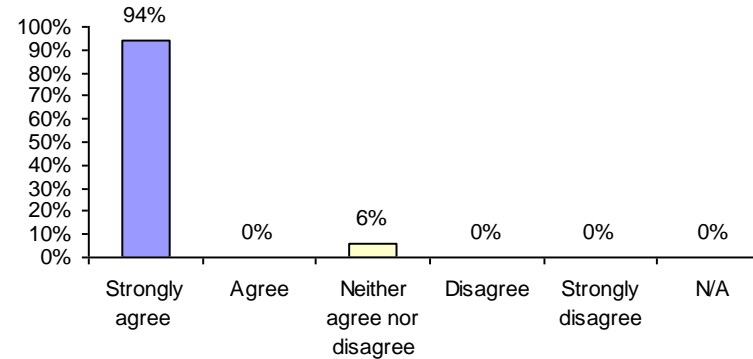
I have good rapport with the staff within the Telephones/Reception team at Municipal Buildings



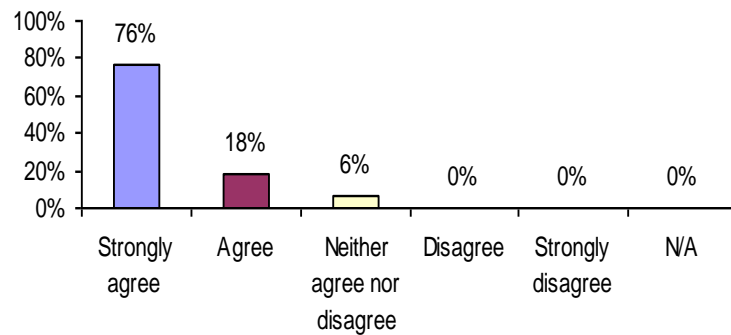
I am treated with courtesy and respect from staff within the Telephones/Reception team at Municipal Buildings



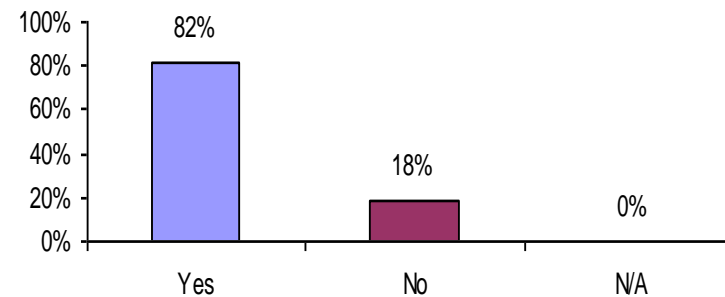
The staff within Telephones/Reception team at Municipal Buildings are knowledgeable of their service area



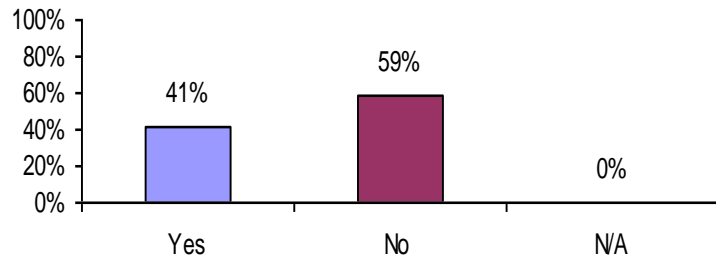
Staff within the telephone/reception team at Municipal Buildings are good at translating technical speak into 'common speak'



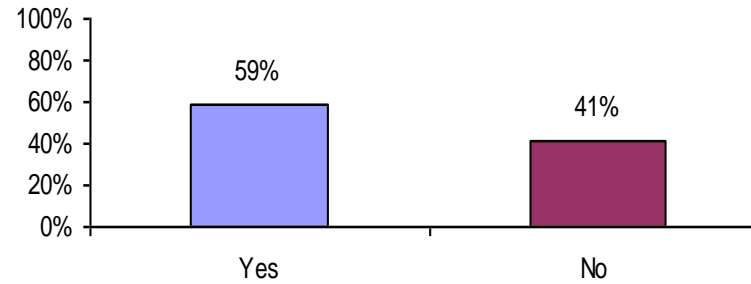
Do you feel you are well informed about the services that the telephone/reception team offer?



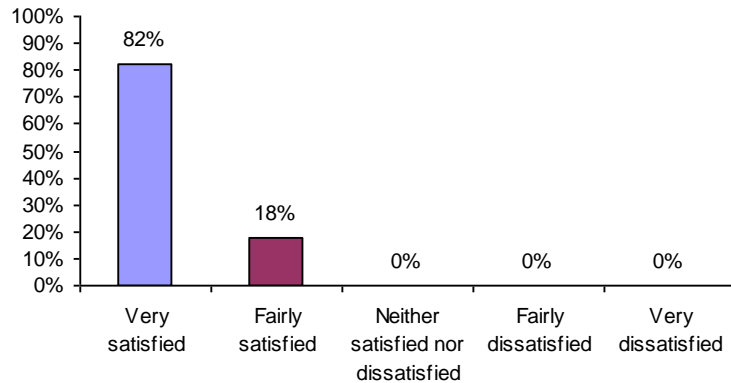
Are you fully aware of what is in your Service Level Agreement?



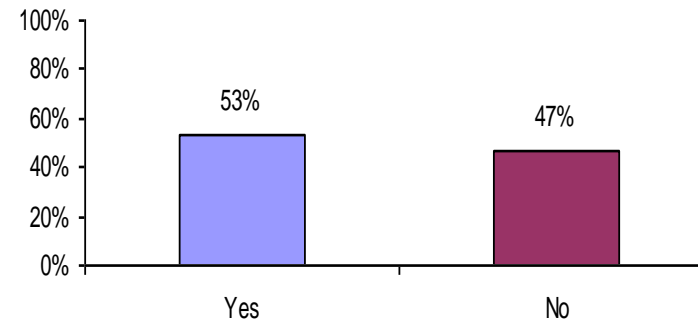
Are you aware of how well the service performs overall?



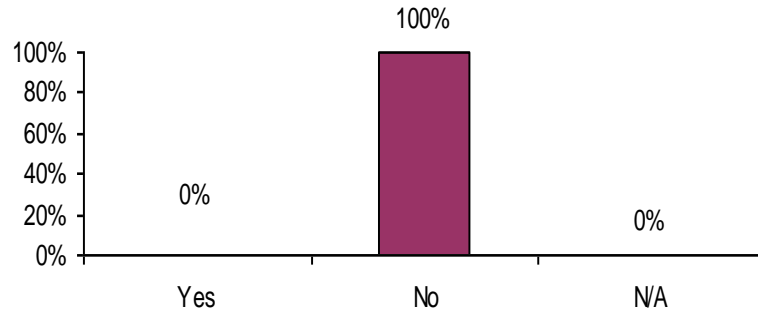
How satisfied or dissatisfied were you with the service overall?



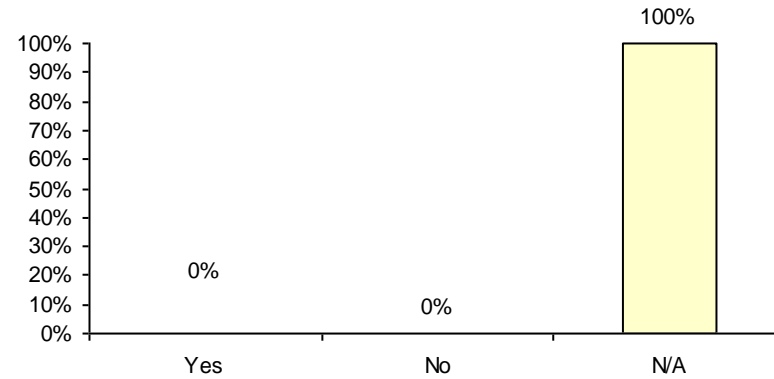
Have you seen the Administration Internal Complaints leaflet?



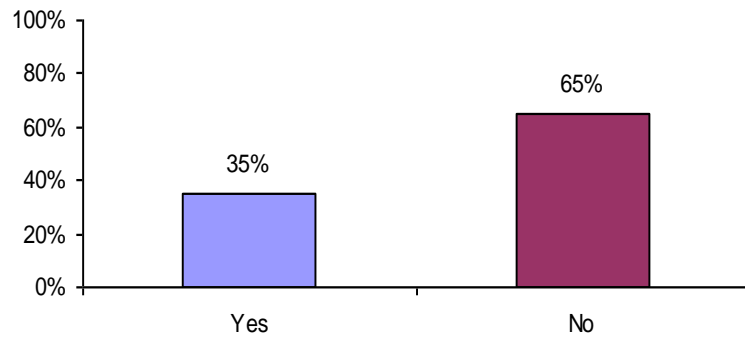
Have you used this leaflet to complain about the Service?



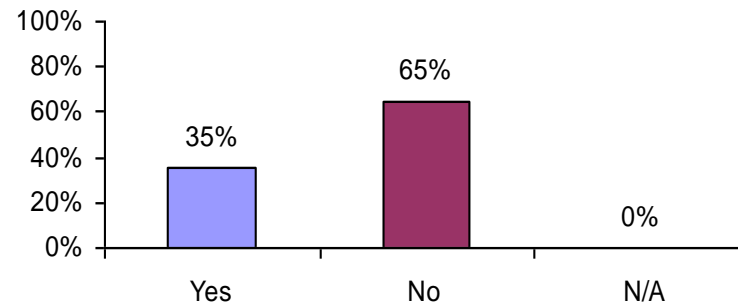
Did you find using this leaflet helpful and were you happy with the complaint procedure?



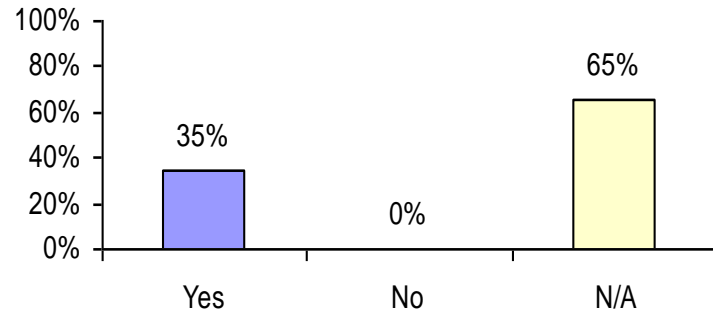
Are you aware of the Administration Standards?



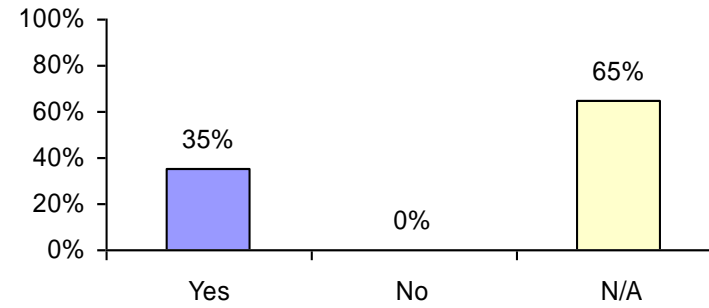
Have you seen the Administration Standards displayed on notice boards?



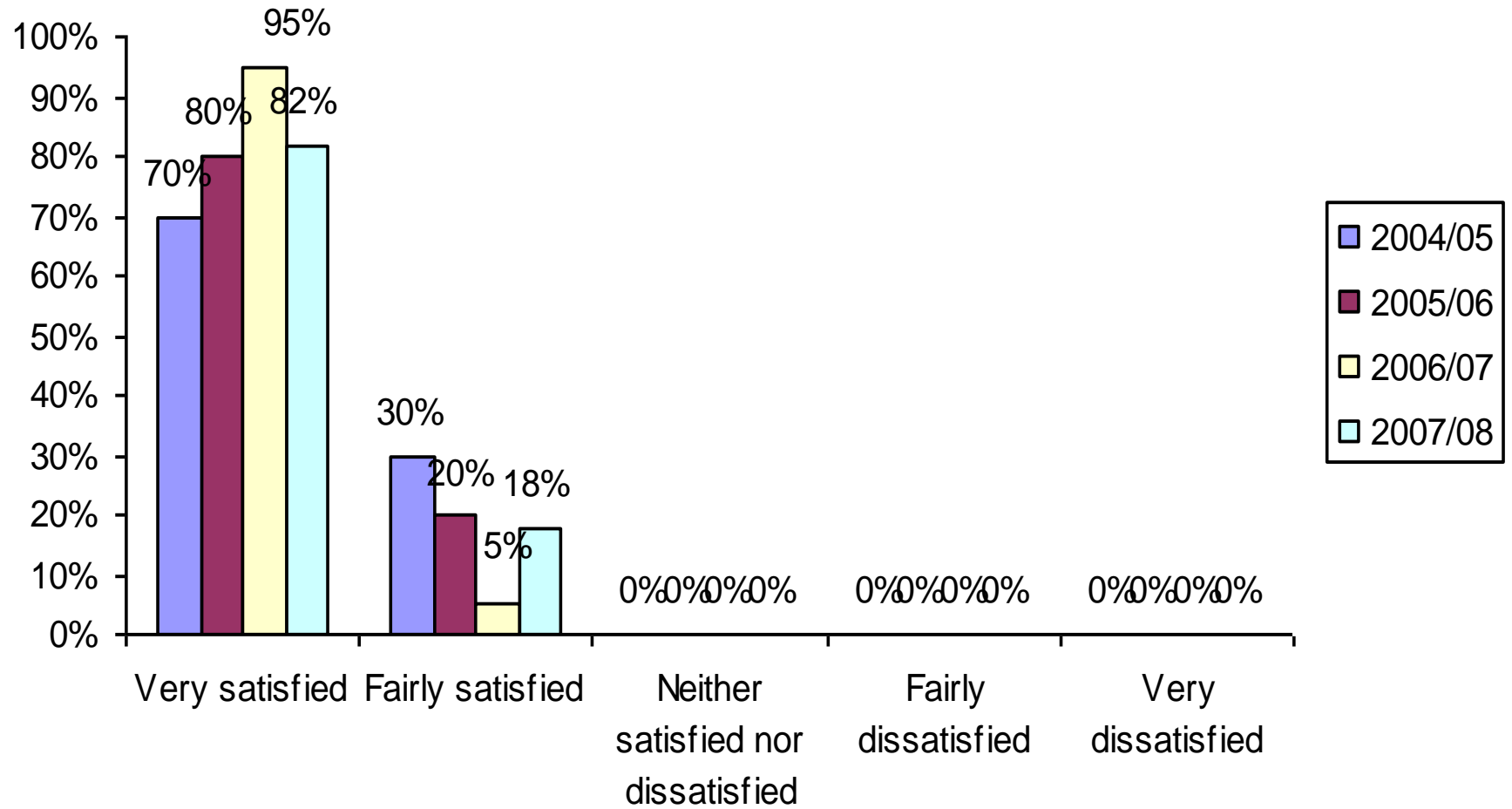
Do you find these standards acceptable?



Do you find these standards easy to understand?



How satisfied or dissatisfied were you with the service overall?



1.14 Analysis of Care For Your Area Satisfaction Surveys for November 2007 (NB: Only relevant questions concerning customer contact and customer service have been included)

Abstract: Analysis of surveys where customers gave a satisfaction rating for Care For Your Area services and suggestions for possible improvements.

Introduction

During the surveys period, 95 respondents gave an overall satisfaction rating for some of the services provided by Care For Your Area. Age ranges, ethnicity, gender and residency periods were taken to identify if these factors had any bearing on the overall opinion of the services and if there was a gap and a need for service improvement within any particular group of people.

Questions and Results

6. Have you contacted Stockton-on-Tees Borough Council within the last 12 months?

Yes	55
No	40

7. Thinking about the last contact that you made, how did you contact Stockton-on-Tees Borough Council?

In Person	19
By Phone	43
By Letter	1
By E-mail	2
Web-site	1
Via Councillor	4
Ombudsman	1
Through some-one else	2
Police	1

8. When you contacted Stockton-on-Tees Borough Council, how did you find the staff?

Helpful	48
Unhelpful	4

Efficient	42
Inefficient	3
Neither/Don't Know	1

Able to deal with your Query/Enquiry	29
Unable to deal with your Query/Enquiry	6
Neither/Don't Know	1

9. How was getting hold of the right person?

Easy	41
Difficult	9
Neither/Don't Know	1

10. Where you Satisfied or Dissatisfied with the final outcome?

Satisfied	46
Dissatisfied	6
Neither/Don't Know	2

11. Stockton-on-Tees Borough Council has a website on the internet, have you accessed this site in the last 6 months?

Yes	18
No	31
No answer	46

Overview of Results

- Over half of those people surveyed confirmed that they had contacted Stockton-on-Tees Borough Council within the last 12 months, for those who answered 'no' the survey was ended at that point.
- It must be noted that those who answered 'yes' to contacting Stockton-on-Tees Borough Council may not specifically be referring a query or enquiry relating to a Care for Your Area service area. Recommendation for future surveys of this kind should relate this question specifically to Care for Your Area.
- Contact by telephone was seen as the most popular method of contact with personal contact coming a not so close second. Once contact through an ombudsman was noted though no details of what department or service this particular form of contact related to was identified.

- Of those people who contact Stockton-on-Tees Borough Council a high majority found the staff helpful, efficient and able to deal with enquiry. Once more a high majority found it easy getting hold of the right person and were satisfied with the final outcome. A suggestion for future surveys of this nature would be to enquire as to why those who answered questions 9 to 11 with a negative did so.
- When finally asked if they had access the Stockton-on-Tees Borough Council web-site within the last 6 months of those 55 people who completed the whole survey 32% said they had. We were unable to identify if the remaining 40 who did not complete the whole survey did or did not access the web due to their previous answer of 'no' to question 7.

1.15 Information from Housing Conditions

The Housing Conditions Team within Private Sector Housing Division of Stockton on Tees Borough Council is constantly looking at ways to improve and raise the standard of service offered to our clients (both tenants of privately rented properties and landlords). As part of this process the team carry out an ongoing programme of satisfaction surveys.

Every 3 months the Private Sector Housing Division produce a report to provide details of the results of the Division's Customer Satisfaction Survey which is aimed at finding out **what our customers think of the service we provide**. The details below are a report of the results of the survey carried out in the period between the 1 July 2007 and 30 September 2007.

Whilst we make every effort to ensure that we provide an efficient, good, high quality service, we recognise that we constantly need to improve and develop the service and to take into account good customer care.

The customer satisfaction survey has been developed in order to obtain clients' and landlords' thoughts on the service they are currently receiving from the section.

How the Survey was carried out

Between the period of 1 July 2007 and 30 September 2007, clients who had requested that action be taken by the section were asked to complete a questionnaire with regards to the service they had received.

The questionnaires were distributed to our clients, once the requests for service were completed.

Survey Results - Tenants

Throughout Quarter 2 a total of 23 customer satisfaction forms were handed or posted to tenants who had made a request for assistance. This followed a telephone chase up of each client and a reminder letter to each client. This represented a return of 61% over the period of 1 July 2007 and 30 September 2007.

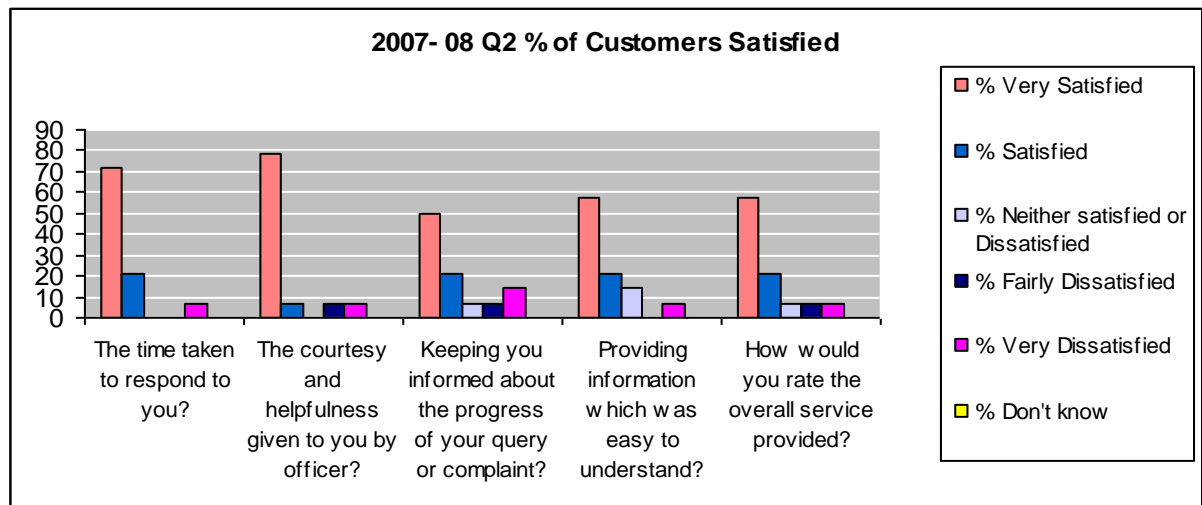
86% of clients found the service easy to contact, 14% (2 clients) said no to this question, of clients who said no to this question, 1 client attributed this to being unsure of who to contact and also having difficulty in getting through to us, 1 client said that they were transferred several times before getting through to the right department.

50% of clients questioned said that the division had helped them to resolve their problem, 29% that the division did not help them resolve their problem, and a further 21% said that the division had partly helped them to resolve their problem. The reasons given for problems not being or only partly being resolved are related to issues outside of the control of the Private Sector Housing Division, the reasons for these are detailed within the client's comments section below:

The table below shows the results of the questionnaire;

Questions	Very Satisfied	Fairly Satisfied	Neither satisfied or Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Don't know
The time taken to respond to you?	10	3			1	
The courtesy and helpfulness given to you by officer?	11	1		1	1	
Keeping you informed about the progress of your query or complaint?	7	3	1	1	2	
Providing information which was easy to understand?	8	3	2		1	
How would you rate the overall service provided?	8	3	1	1	1	

The graph below shows the percentage satisfied



[Survey Results - Landlord](#)

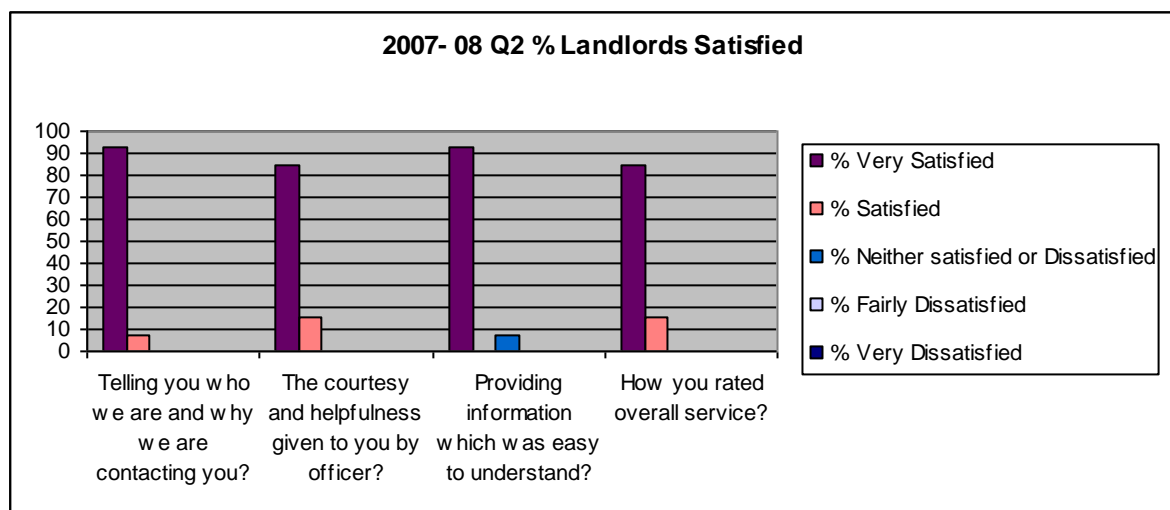
In addition we sent survey forms to landlords when we have received requests for service from the tenants of their properties which landlords own or manage have contacted us directly for assistance. In the period 1 July 2007 to 30 September 2007, we sent out 21 questionnaires, of which 13 have been returned this represents a return of 62%.

100% of landlords were either very satisfied or satisfied with the overall service provided.

The table below shows the results of the questionnaire;

Questions	Very Satisfied	Fairly Satisfied	Neither satisfied or Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
Telling you who we are and why we are contacting you?	12	1				
The courtesy and helpfulness given to you by officer?	11	2				
Providing information which was easy to understand?	12		1			
How you rated overall service?	11	2				

The graph below shows the percentage satisfied



Conclusion

1. The number of clients returning their questionnaires rose to 61% an increase of 11% from the previous quarter. Those clients who did not return their questionnaires were then contacted by telephone to request that the questionnaires be returned. 1 of these clients completed the forms over the telephone.

2. The return rate for landlords questionnaires rose slightly from 56% in the last quarter to 62% in quarter 2 of 07 -08.
3. Overall the clients and landlords who used the service were very satisfied or satisfied, of the clients who were dissatisfied in most instances this was due to issues outside of the remit of the Private Sector Housing Division.
4. Of the tenants and landlords who were dissatisfied, these issues are addressed in the tenants and landlords comments section above.
5. Following comments raised from one tenant, the division has made a service improvement by changing the letter relating to immigration.
6. The contractors list has also been updating following comments raised by one of the landlords.

1.9 Information from Community Safety – Care Call Satisfaction Survey

RESPONSES

MARCH 2008

CLASSIFICATION	<u>ORIGINAL NUMBER</u>	<u>PERCENTAGE</u>
Care Call questionnaires delivered	50	100%
Number Returned	20	40%
Was the Care Call Response		
Quick	15	75%
Slow	0	0%
Average	5	25%
Was the Care Call Officer		
Helpful	12	60%
Friendly	3	15%
Efficient	5	25%
Unhelpful	0	0%
How do you rate the overall response		
Excellent	13	65%
Good	5	25%
Satisfactory	2	10%
Poor	0	0%
Comments / Suggestions		
<ul style="list-style-type: none"> • Always helpful & reliable. Gives us peace of mind. • For a female customer, we prefer female wardens/carers. • Very Good Service, all staff very good. • Very Satisfied. • To leave a card stating time, date and reason for call out for carers and family members as no all clients can remember. 		

CARE CALL SATISFACTION SURVEY

RESPONSES

FEBRUARY 2008

CLASSIFICATION	<u>ORIGINAL NUMBER</u>	<u>PERCENTAGE</u>
Care Call questionnaires delivered	50	100%
Number Returned	1	2%
Was the Care Call Response		
Quick	1	100%
Slow	0	0%
Average	0	0%
Was the Care Call Officer		
Helpful	0	0%
Friendly	1	100%
Efficient	0	0%
Unhelpful	0	0%
How do you rate the overall response		
Excellent	1	100%
Good	0	0%
Satisfactory	0	0%
Poor	0	0%
Comments / Suggestions		
•		

CARE CALL SATISFACTION SURVEY

RESPONSES

JANUARY 2008

CLASSIFICATION	<u>ORIGINAL NUMBER</u>	<u>PERCENTAGE</u>
Care Call questionnaires delivered	50	100%
Number Returned	8	16%
Was the Care Call Response		
Quick	7	87.5%
Slow	0	0%
Average	1	12.5%
Was the Care Call Officer		
Helpful	7	87.5%
Friendly	0	0%
Efficient	1	12.5%
Unhelpful	0	0%
How do you rate the overall response		
Excellent	6	75%
Good	1	12.5%
Satisfactory	0	0%
Poor	1	12.5%
Comments / Suggestions		
<ul style="list-style-type: none"> • Responding to both pull cords and actually arriving seems to take a long time. • I am very impressed by it. 		

CARE CALL SATISFACTION SURVEY

RESPONSES

December 2007

CLASSIFICATION	<u>ORIGINAL NUMBER</u>	<u>PERCENTAGE</u>
Care Call questionnaires delivered	50	100%
Number Returned	19	38%
Was the Care Call Response		
Quick	16	84%
Slow	1	5%
Average	2	11%
Was the Care Call Officer		
Helpful	17	89%
Friendly	2	11%
Efficient	0	0%
Unhelpful	0	0%
How do you rate the overall response		
Excellent	12	63%
Good	6	32%
Satisfactory	0	0%
Poor	1	5%
Comments / Suggestions		
<ul style="list-style-type: none"> • This service is first class. • Yes, faster on the intercom. • A note of attendance for family and carers. • This service is a lifeline and it makes you feel secure. The staff are all lovely. 		

1.17 Information from Trading Standards



Stockton-on-Tees
BOROUGH COUNCIL

TRADING STANDARDS & LICENSING UNIT

Consumer Advice Centre

Central Library

Church Road

Stockton on Tees

TS18 1TU

Tel Number: (01642) 527938

Fax Number: (01642) 526584

e-mail: trading.standards@stockton.gov.uk

Corporate Director of Neighbourhood and Development Services: Neil Schneider
FCIH

As part of our commitment to improving the service we provide, we send some of our clients this feedback questionnaire. We would be grateful if you could help us by completing this form and returning it in the enclosed envelope (you do not need a stamp). Please be assured that the survey is completely confidential and unless you complete your details at the end, we will not know who has taken part.

Advisor _____

Date Issued _____

Q1. How satisfied were you with our overall level of service?

Very satisfied	Fairly satisfied	Undecided	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q1a. If dissatisfied, please tell us briefly why this is.

Q2 Did we give you information/advice that was easy to understand?

Very easy	Fairly easy	Undecided	Fairly difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2a. How might we improve?

Q3. How informative did you find our staff?

Very good	Fairly good	Undecided	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4. Did we keep you up-to-date with progress? You do not need to answer this question if we gave you one-off advice only.

Very well	Fairly well	Undecided	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5. Was it easy or difficult to access our service?

Very easy	Fairly easy	Undecided	Fairly difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5a. If you found it difficult, how might we improve?

I work full time so visiting the office is difficult and using the phone we didn't always speak to same person.
As a wheelchair user I found the lift a bit small.

Q6. Did we treat you fairly at all times?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6a. If you believe you were treated unfairly due to, for example, your ethnic background, sex religion or any other reason please tell us briefly what happened.

Q7. Were our officers courteous and polite at all times?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. Were you aware of the Trading Standards Service before you had this contact with us?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. Do you have any further comments or suggestions that may help us to improve our level of service? Please continue on another sheet if necessary.

Thank you for completing this questionnaire. Your responses are confidential.

However, if you would like us to contact you to discuss any of the issues raised,

please complete your name and address below. **IF YOU DO NOT REQUIRE US TO**

CONTACT YOU PLEASE LEAVE THIS SECTION BLANK.

Name:

Address:

Results:

QUESTIONNAIRE NUMBER	DATE ISSUED	LAW AREA	FEE EARNER / ADVISOR	Q1	Q1a	Q2	Q2a	Q3	Q4	Q5	Q6	Q6a	Q7	Q5a	Q8	Q9
1	03/04/2007	CGC	1	4	2	4	2	4	4	3	2	2	2	2	2	2
2	04/04/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
3	11/04/2007	CGC	2	3	2	4	1	3	3	3	2	2	1	1	2	1
4	30/04/2007	CGC	3	4	2	4	2	4	4	3	2	2	2	1	2	2
5	14/05/2007	CGC	2	4	2	4	2	4	3	4	2	2	2	2	2	2
6	16/05/2007	CGC	1		2		2			3	2	2	2	2	2	2
7	25/05/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	1	1
8	06/06/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
9	12/06/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
10	21/06/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	2
11	18/06/2007	CGC	3	3	2	3	2	4	4	4	2	2	2	2	2	2
12	27/06/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
13	04/07/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
14	11/07/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	1	1
15	25/07/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	2
16	07/08/2007	CGC	3	4	2	4	2	4	4		2	2	2	2	2	1
17	09/08/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	1
18	13/08/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
19	22/08/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
20	03/09/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
21	31/08/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	1
22	03/09/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	2
23	13/09/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	1	2
24	10/09/2007	CGC	2	4	2	3	2	4	4	3	2	2	2	2	2	1
25	17/09/2007	CGC	1	4	2	4	2	4	4	4	2	2	2	2	2	2
26	28/09/2007	CGC	1	3	2	3	2	3	4	4	2	2	2	2	2	2
27	25/09/2007	CGC	1	4	2	4	2	4	4			2		2		2
28	08/10/2007	CGC	1	4	2	4	2	4	4	4	2	2	2	2	2	2
29	03/10/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	1	2
30	11/10/2007	CGC	1	4	2	4	2	4	4	4	2	2	2	2		2
31	15/10/2007	CGC	3	4	2	4	2	4	4	3	2	2	2	2	2	2
32	22/10/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
33	26/10/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
34	08/11/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2

35	16/11/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	1	2
36	23/10/2007	CGC	1	4	2	4	2	4	4	3	2	2	2	2	2	2
37	27/11/2007	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	2
38	04/12/2007	CGC	1	4	2	4	2	4	3	4	2	2	2	2	2	2
39	05/12/2007	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
40	12/12/2007	CGC	1	4	2	4	2	4	4	4	2	2	2	2	2	1
41	19/12/2007	CGC	1	4	2	4	2	4	4	4	2	2	2	2	2	2
42	23/01/2008	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
43	05/02/2008	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	2
44	13/02/2008	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
45	14/02/2008	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
46	15/02/2008	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	2
47	28/02/2008	CGC	3	4	2	4	2	4	4	4	2	2	2	2	1	2
48	03/03/2008	CGC	3	4	2	4	2	4	4	4	2	2	2	2	2	1
49	28/02/2008	CGC	1	4	2	4	2	4	4	4	2	2	2	2	2	2
50	11/02/2008	CGC	1	4	2	3	2	4	4	4	2	2	2	2	2	2
51	11/03/2008	CGC	2	4	2	4	2	4	4	4	2	2	2	2	1	2
52	27/03/2008	CGC	1	4	2	4	2	4	4	4	2	2	2	2	2	2
53	20/03/2008	CGC	2	4	2	4	2	4	4	4	2	2	2	2	2	1

1.18 Housing – Consultation with the Disability Advisory Group in relation to the reception area in 16 Church Road

Feedback provided to the Disability Advisory Group following a consultation exercise with members. This involved officers from Housing making a presentation at meeting of the DAG on what we were seeking to change. Two members of the DAG then visited the reception area at 16 Church Road at different times and provided feedback and suggestions on disability issues. The Housing Service then went back to the group and fed back how they had made improvements based on what members of the DAG had said.

16 Church Road
Housing Reception

In June 2007, Housing Services asked the Disability Advisory Group for assistance in improving its Main Reception.

Here's a summary of what you liked:

Reception is suitable height

Signs are large enough

Once inside there is a good open space

Smoothed leaflet holders

Here's a summary of what could be improved:

Leaflet holders are too high

Seating area is not suitable

'Wet Floor' signs if left out are a hazard

Interview room is difficult to access

Wheelchair-accessible entrance is difficult to access

Here's a summary of what we've done:

Moved leaflet holders to a more suitable height

Provided a more suitable, firmer and higher seat with arms

Ensured 'Wet Floor' signs are not in the reception longer than they need to be

Alternative interview room at an adjacent reception area will be available for people in larger wheelchairs