

Customer Intelligence



What is our customer intelligence telling us?

Complaints - Corporate

There were 2 Stage 1 complaints in Q1.
There was 1 Stage 1 and 1 Stage 2 complaint in Q2.

Complaints - Informal (Customer Services)

Q1 - Zero Informal complaints

Q2 - Two Informal complaints

Informal complaint 1: - Customer wanted to complain regarding bulky items not being collected and phone line cutting off when speaking to the advisor.

Outcome - Waste Management went to site but instructions to place Bulky Items at kerb side for collection were not followed. Arranged with Waste Management that the crew would return to collect the items without charge as a good will gesture. Resident was also advised that staff are working from home and sometimes have a weak wifi provision causing the telephone call to cut off but a member of staff did try to contact the customer back without success.

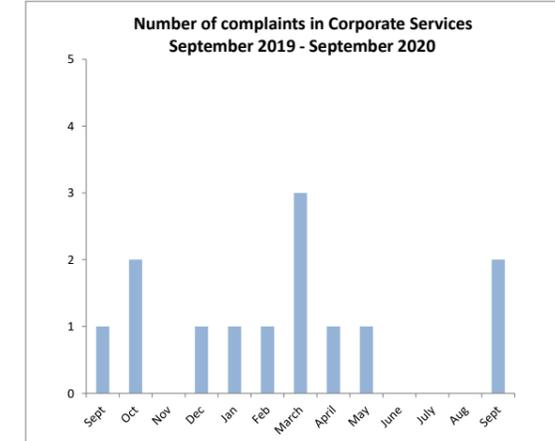
Informal complaint 2: - Customer unhappy that recycling had been missed and unhappy with call wait time of over 30 minutes.

Outcome - Joint response from Waste Management who took lead on complaint and added Customer Services comments. On review of the call wait time the longest time answered was 2:54 and the longest time abandoned was 53 seconds.

Complaints with an equalities and/or Welsh language element

The way the Council record complaints and shares information internally is currently being reviewed. The Council reports equalities related complaints in the Strategic Equality Plan Annual Report to the Equality and Human Rights Commission and reports Welsh language complaints in the Welsh Language Standards Annual Compliance Report to the Welsh Language Commissioner. Reporting is limited to incidences that are shared directly with the Equalities Team or which come in to the Team in the first instance. Many departments respond independently to complaints relating to equalities and Welsh language, so unless advice is sought or the complaint shared, the Equalities Team would not be aware of them.

The recording of complaints could be further strengthened if equalities monitoring was undertaken in relation to complainants. Complainants would not be obligated to provide this information but it would assist the Council in identifying trends, targeting training and improving service delivery. This has also been included in the new Strategic Equality Plan formally adopted by Council on 6th October 2020: **Equality Objective 1 – Action 8: Collect equalities monitoring information for compliments and complaints**



Satisfaction

Other Points of Note

- I.T**
- The rollout of Microsoft Office 365, although accelerated by the Covid-19 pandemic, has now slowed due to a lack of information being received from the Organisation with regards to officers who need the license.
 - ICT Strategy has been drafted with the assistance of Partner Red Cortex, this has been presented to CMT and their views are now being combined into the Strategy.
 - The EdTech schools project has restarted as access to school buildings became available and this is now progressing well.
 - The usual increase in support requests for schools at the start of the term has put pressure on resources but good progress has been made in resolving these calls during the latter part of September.
 - A significant number of devices have been purchased, configured and distributed to schools as part of the EdTech project.
 - The move to an agile workforce has seen the number of laptops being purchased and distributed significantly increase.

Service Improvement and Partnerships

- Audit Wales, as part of its corporate review work, has held 2 interviews with the head of Finance and Business Improvement Manager on how risk management is running during this time. This work should conclude by the next DPA report.
- The Annual Performance Report has been published, with the Cabinet papers prior to the statutory date of the 31st October and more widely with the Welsh version on the 4 Nov 20. The WLGA and Welsh Government with WAO Performance Director agreed that a pragmatic and engaged approach should be taken, if there is potential late publication of the Annual Performance Report. It remains to be seen whether our certificate of compliance will say that we met the statutory deadline or not.

Regulator Proposals

Number and reference of action	Name of Report	Regulator Proposal	Action	PREVIOUS UPDATE	Service Officer Responsible	When will be completed by	CURRENT UPDATE - SEPTEMBER 2020	Status	Percentage completed
181A2016	Financial Resilience 2015/2016 issued April 2016	P1 Developing income generation/charging policies.	A corporate policy on income generation/charging will be progressed once the WAO produces a final national report on its "All Wales Local Government Improvement Study: Strategic approach to income generation and charging".	The Strategic Action Plan for the #TeamCaerphilly - Better Together includes an action to develop a Commercial and Investment Strategy for Cabinet approval by the end of October 2019. After this time we will be a position to close this proposal for improvement.	Stephen Harris	01/04/2017 (changed) July 17	A Commercial and Investment Strategy has been drafted and will be presented to the Policy & Resources Scrutiny Committee on the 10th November 2020 followed by Cabinet on the 9th December 2020.	In progress	100%
344A2016 (Audit year 15/16) Issued May 2016 / reported August 16	Review of arrangements to address external audit, inspection and regulation and proposals for improvement.	P1 As the Council develops its vision and considers the future shape of the organisation, it should identify and plan for the workforce requirements to implement its vision.	Develop Staff Vision and Values to complement Cabinet Commitments. Research and Develop a holistic organisational development plan, that includes age profiling, re-skilling and potential apprenticeships. This would include supporting agile working policy and practise.	The Transformation Strategy #TeamCaerphilly 'Better Together' which is scheduled to go to Cabinet 12 June 19, identifies that we need to have the 'right people in the right place with the right skills'. The organisational development strategy will underpin the wider transformation strategy and is part of how we deliver the strategy. For that reason the OD strategy has been on hold waiting for completion of the overall approach and vision. The Strategic Action Plan includes an action to develop and Implement an Organisational Development Strategy by 31st January 2020.	Lynne Donovan	Oct 2017 Changed to April 2019 Changed to 31st Jan 2020 Changed to January 2021 (draft)	The draft Workforce Development Strategy will be consulted upon in January 2021	In progress	25%