

Customer Intelligence



Household Survey - Very/Fairly Satisfied:

Year	2015	2017	2019	Year	2015	2017	2019
Civic Amenity / Household Recycling Sites	86%	84%		Road Surfaces	52%	51%	
Garden & Food Waste Collections	91%	84%		Pavement Surfaces	65%	61%	
Refuse Collection	89%	83%		Drains & Gullies	68%	65%	
Recycling	93%	85%		Signs & Road markings	82%	76%	
Cleanliness of streets	65%	64%		Street Lighting	89%	81%	
Parks & Play Area's	85%	83%		Winter Maintenance	72%	70%	
Recreation & Sports Grounds	88%	86%		Highway Management	61%	49%	
Country Parks	88%	93%		Town Centre - Services & Amenities		60%	
Anti Social Behaviour - Community (Levels the same or better)	65%	54%		Town Centre - Shopping	60%	57%	
Crime - Community (Levels the same or better)	71%	63%		Quality of life - Local Town	70%	63%	
CCBC & Police deal with ASB & Crime	63%	51%		Quality of life - Local Neighbourhood	76%	64%	

Individual Service Surveys - Very/Fairly Satisfied:

Year	2017/18	2018/19	2019/20	Year	2017/18	2018/19	2019/20
Customer satisfaction with Licensing	N/A	100%	N/A	Customer Satisfaction with Health and Safety (%)	100%	85%	
Trading Standards – Trader/Business satisfaction	99%	98%	100%	Customer Satisfaction with Food Safety (%)	99%	100%	
Trading Standards –consumer advice satisfaction	98.75%	98.70%	98.00%	Customer satisfaction with Registrars	100%	100%	100%
Net Promoter Score - Leisure Customer Rating (0-10) Survey: How likely are you to recommend Leisure Lifestyle		61	56	<< as at Year End			

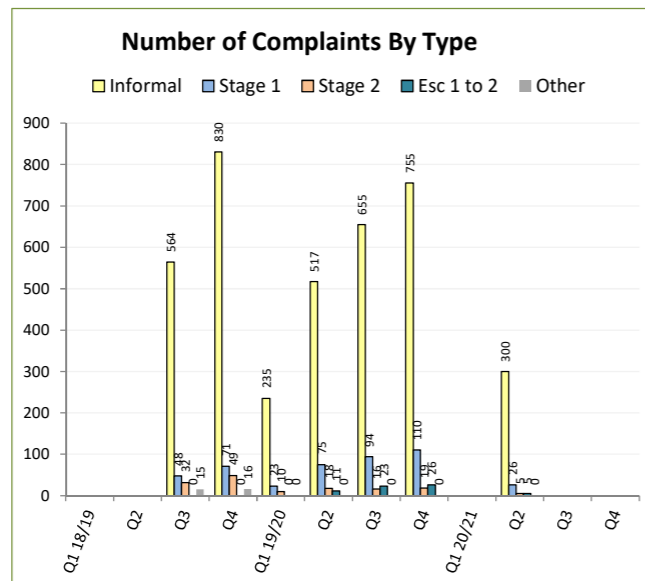
What is our customer intelligence telling us?

- Public perception (Household Survey satisfaction levels) are declining but this is inevitable with MTFP service reductions.
- Waste/recycling targets may have possibly reached a threshold/peak, given the focus on public behaviour.
- Street cleansing services have been constrained, so will see further deterioration in performance.
- Highways maintenance budgets are restricting opportunities to keep on top of, let alone improve highway conditions.
- Several years budgetary cuts to Parks, Recreation, Country Parks are reflected in the Household Survey results and will likely to continue to show decline in future years.
- The retail climate is proving challenging for our retailers and this is adversely impacting on vacancy rates and thus customer satisfaction in respect of our town centres.

There was NO Household Survey undertaken in 2019.

As part of the wider service transformation considerations, a revised Household/Citizen Survey is being considered for possibly Nov 2020 to Jan 2021.

A Shopper Attitude Survey was undertaken in 2019 to monitor the trends in shopper attitudes to compare the research, with previous surveys which have been carried out every three years from 1994 to the present.



Complaints (current year)

Complaints By Type	Count	%	Completed in Target Times	
			Count	%
Informal	300	89.29%	243	81.00%
Stage 1	26	7.74%	23	88.46%
Stage 2	5	1.49%	4	80.00%
Esc 1 to 2	5	1.49%	4	80.00%
Other	0	0.00%	0	#DIV/0!
Totals	336	100.00%	274	81.55%

Complaints By Service	Count	%	Completed in Target Times	
			Count	%
Community & Leisure	203	60.42%	176	86.70%
Infrastructure	59	17.56%	41	69.49%
Property	1	0.30%	0	0.00%
Public Protection	46	13.69%	38	82.61%
Regeneration & Planning	20	5.95%	13	65.00%
Other	7	2.08%	6	85.71%
Totals	336	100.00%	274	81.55%

Complaints: Between April 2020 and Sept 2020

(As recorded on the Corporate Complaints Register - Checked on 28th Oct)

Target Times (Working days): Informal = 20 days / Stage 1 = 10 / Stage 2 = 20 & Other = 20. Acknowledgement, issued in 5 Working Days.

Ongoing key issues identified (summary of key findings @ Sept 2020):

- Waste collection delays
- Waste spillages, relocation and replacement of bins/bags on/for collections
- CA Site access/availability
- Waste Collection & CA site staff behaviour/attitudes
- Foliage, tree overgrowth and street cleansing
- Littering, dig fouling, fly-tipping
- Street lighting & Traffic Management Controls
- Pot holes and resurfacing
- Parks availability & maintenance
- Antisocial behaviour during Covid
- Pest and vermin control
- Cemetery damage
- Parking enforcement
- Noise pollution (business & public)
- Maintaining Covid controls in public places

Any key actions being taken: ??



Possibly add a chart here for; Number of Service Requests (by Service)/Accumulative for year or by Period

Possibly add a chart here for; Number of FOI's (by Service) & Subject Access Rights?/Accumulative for year or by Period

Service Requests:

SR's - By Service	Numbers and % Response in Target Times			
	Standard	%	Members	%
Community & Leisure				
Infrastructure				
Property				
Public Protection				
Regeneration & Planning				
Other				
Totals				

Service Requests: What are we learning from the SR's?

Are there any particular learnings/issues/matters arising identified from SR's?

Services started to investigate opportunities and functions around these data sets across all services in 2019/20. Only Highways/Infrastructure currently has an established mechanism (through MAYRISE) at present. Other services data is fragmented, but it is anticipated that new digital processes and applications will change this position.

Covid-19 lock-down has interrupted this progression.

Freedom of Information Requests:

FOI's - By Service	Numbers and % Response in Target Times			
	FOI's	%	SAR's	%
Community & Leisure				
Infrastructure				
Property				
Public Protection				
Regeneration & Planning				
Other				
Totals				

Freedom of Information Requests: What are we learning from the FOI's and/or Subject Access Rights requests?

Are there any particular learnings/issues/matters arising identified from FOI's/SAR's?

BIT are currently making enquires with the GDPR Team regarding available data/stats sets.

The GDPR Team started (mid 19/20) working on re-configuring parts of their database in order to produce the necessary reports. At present, they are not yet in a position to provide such data sets (was originally hoping to have something in Q4 of 19/20).

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Regulatory / Inspectorate / Other Controls - Views:

ISO 9001:2015 Certification:
 Building Cleaning Services (BCS) has maintained their certification (April 2020).
 Networking Contract Services (NCS) has maintained their certification. Next full certificate renewal date - April 2021.
 Engineering Projects Group (EPG) has maintained their certification. Next full certificate renewal date - March 2022 (Feb 2020 Surveillance Visit highlighted a number of Minor and Major non-conformities that need re-work).

Regulatory Work Programme - Reports - Feedback:

- The Wales Audit Office completed a follow-up review of their previous work on the Sport and Active Recreation Strategy. A draft report was received in Q3 of 2019/20.
 Anything further to add here OR to the Regulators Recommendations Table below.....?

Extract from - Action Plan 2020 Response to 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
46	Asset Management (Land and Property) Strategy Review (September 2013)	P2: Ensure that the individual service asset management plans are developed as soon as possible and are used to inform the Council's financial planning process.	Develop Service Asset Management Plan (SAMP) and consider impact on the Medium Term Financial Plan (MTFP)	There are 22 SAMPS and 14 SAMPS have now been completed. The remaining 8 are in various stages of completion between 25%-75%. It is anticipated there could be a slow down in the pace of completion due to maternity cover, nevertheless the proposal will be completed later this year as those that are due to be completed are signed off. After this the monitoring of the SAMPS will then move into day to day business.	Mark Williams	Jan-Mar '14 (change of completion date to March 2018 due to number of reviews that affect the outcome). Date changed to March 2020 see update		In progress	90%
WAO Ref 1603A2019-20 Received Nov 19	Delivering with less - the Impact on Environmental Health Services and Citizens The Council should consider how it can benefit from its relatively strong financial position to build long-term resilience and maintain financial and operational sustainability in the longer-term by: • considering, through the Council's 'Team Caerphilly' work, whether the environmental health service is resourced appropriately in the context of the Council's wider strategic objectives.	Draft report received, proposals will be added to the list with actions when finalised and the report presented to committee. Intended outcome/benefit: Build long-term financial and operational resilience of the service. Ensure that resources are used more efficiently Align corporate transformation approach with service sustainability actions	Management response: The Environmental Health services of the Council have had a longstanding aspiration to update and enhance software systems. It is anticipated that this will facilitate more efficient use of existing resources. Commercialisation opportunities are limited across these services, but any learning from the Council's transformation agenda will be adopted. Over recent years collaborative opportunities with other Authorities have been explored at length without identifying any significant benefits. However, this will be revisited should a suitable opportunity materialise.	Until the report is finalised, accepted and agreed by committee, no further details will be recorded (RR to check w/c 24/08/20)	Rob Hartshorn	April 2022			



Compliments

A sample of compliments received by the various services across the Directorate are included below:

Sports and Leisure

Waste Strategy & Operations

I wish to express my admiration and appreciation to the staff of the Environmental Services Dept for their work for our community. The continuous service of refuse, recycling, food and garden waste collection has been exemplary during this COVID-19 epidemic. In addition the recycling centre in Penallta has operated very well in restricted circumstances. The demeanour, assistance and hard work of the staff is a credit to them and your Authority.

The efficiency, attitude and tolerance of the two men on the food waste lorry should be recognised, they are second to none in all aspects of their work, and if you had employee's awards I would recommend them without hesitation'

Forgot to put my green bin out last night. Fell asleep with my baby she been unsettled with her teeth last few nights. This morning the boy on the gelligaer bin empty was our saviour bless him.. I opened the window with the baby in my arms as I was up feeding her and asked him to take the bin and he did and put it back... Whoever you are young man thank you soo much..

During the current health crisis, nice to see the streets as clean and tidy as they have ever been and continuing to be cleaned everyday.

Want to send in thanks to Jon Roberts at Aberbargoed CA site, he was very helpful and extremley polite. .

Thank you to the recycling crew who surprised my son with a selection box of chocolates yesterday. He looks forward to seeing them every week. Some of his first words were 'bin meh!' as he pronounces it

Community Safety Wardens

Trading Standards

Re Covid 19 Compliance

Your two colleagues called in today to check how we were fairing with the new rules & regulations and to check if we had any further questions etc.

Firstly we appreciate the visit and up to date advice; as always we promise to be dear to it and let us know if the rules change etc

Secondly, I just wanted to let you know that the two gents who visited us today were clear, concise and helpful. Sometimes it's easy to criticise but I just wanted to let you know we appreciated their visit.

Re local shop not following guidelines. Many thanks for actioning this so promptly. I have just checked and they are abiding by all rules fully Thanks again in your speedy action to stop the spread

Registrars

I would just like to say that the person who carried out the birth registration was so friendly and with everything going on, still made the process feel like a celebration. Having someone be kind and friendly makes all the difference

I would like to say a very big thank you to the staff at Registrar Office for all the help they gave me this week. My Nephew returning to UK from Australia would not have happened without you. Thank you again.

Licensing

The Chief of Gwent Police sent thanks and compliments regarding the manner and way in which an officer engage, s keep them updated with current legislation and supports them in their role. We value your expertise in this area and I think it just goes to show that by working together in partnership we can achieve great things.

We would like to say thank you for visiting us on Friday – we were left feeling a lot more confident that we are getting things right. Also, we have placed stickers on the floor as recommended. We reopened the pub today.

Thank you ,most helpful, and my thanks for all the queries you have dealt with since the lockdown. Much appreciated

CCTV

Please pass on my thanks to the operator that dealt with my call , for being very helpful, professional and courteous.

Please pass on my thanks to the operator she was very good in dealing with me and my complaint.

Track & Trace

Thank you for all your support. I have advised other Primary Heads how efficient and reassuring you all are.(from a primary school)

Thank you so much once again – really, really grateful for your support AND PATIENCE

Environmental Health

Pest Control

Your rodent officer is very efficient in his responses to requests and is to be commended.

Please could you also extend our gratitude to the pest control team for resolving our issue with the wasps nest - it certainly appears that the nest has been eradicated. The officer was helpful, reliable and professional.

Food /Health & SafetyTeam

Thanks for taking the time to talk to me earlier, it was much appreciated and really useful, thank you so much

I'd like to thank you and your colleagues for the help given when we started the venture

I am grateful that you came in to see me and you wasn't abrupt at all and that shows great character and professionalism so thank you very much

Customer Intelligence



Thank for your help with water damage to the shop , I really appreciate it .

Regeneration & Planning

Economic Development - congratulations on still having this team and providing grants for businesses. Spoke with Steve Wilcox - friendly, helpful, knowledgeable and tactful staff.

Rhymney Valley Foodbank - CCBC Regeneration Team have been absolutely fantastic and we have a system in place that is working brilliantly from my perspective. Demand has skyrocketed - it has doubled or more - with 40-60 parcels going out each week. But the response from community groups, the council and the trussel trust and individuals help keep food and donations coming in has been equally impressive.

I am in the process of selling my property and found a number of planning conditions had not been discharged on the property. I have been dealing with Elizabeth Rowley who has been most helpful. She is a total professional, very courteous and provided the advice I required in a prompt fasions which is even more remarkable within the current climate. Elizabeth is an ambassador for your department and I would be grateful if you could forward on my sincere thanks to her.

Today was amazing. We could not have asked for more. Everything was perfectly done and the Manor melts our hearts. So proud to be your first wedding back. We wanted to thank you sincerely for all your help to us throughout. Today was a success because of you. Thank you so much for helping to make this such a special day.

Infrastructure:

Congratulate operatives on the works 31/3/2020 and how they conducted themselves and with the quality and amount of work they did for us. Also like to mention the quality of tarmac that was used as it produced a quality finish.

I appreciate the pro active way in which some of your staff have handled a ward issue I recently raised with them. I can only say a most sincere 'diolch' not only for seeing to a request of mine quickly but in the way the issue was approached and dealt with. The issue was dealt with efficiently especially during this period of lockdown.

Closed Towpath due to leak: Thank you for your email regarding the Towpath at Pontywaun. Please would you be kind enough to thank everyone involved in getting this sorted. I appreciate this very much. Thanks for keeping me informed.

Significant drop in Canal level: I would just like to pass on my thanks for the message and update I received on 1/6/2020 from Kevin. Your prompt response and action at this challenging time is greatly appreciated.

I just wanted to say thank you for your help last week with regards to the Ty'n-Y-Graig Footbridge, and in particular your permission (via Caerphilly Council) for us to use the Llanbradach Community Centre as our base for operations. It was a great help for what might have otherwise been a logistical nightmare.

I would just like to let you know that my husband and I think CCBC are doing a fantastic job in these troubled times. We were very impressed by the number of workers doing all the jobs on the Newbridge bypass yesterday (grass cutting, litter picking, lighting maintenance and roundabout clearing)all by Just blocking off one lane. Well done and thank you. Keep safe.

Wanted to thank us for allowing him to keep the barriers for a week in order for him to put queueing systems in place. It was very much appreciated.

Flooding: Council boys have been excellent fair play they have done all they can for us and is much appreciated.

Wanted to pass on thanks for your willingness to help. It made a massive difference to return to school this week.

I went on a site walkover with Ross Williams, Liam Kendrick & Dan Powell yesterday afternoon. It was a really productive visit and very encouraging to see how well all 3 of them were embracing the ideas of SuDS and sustainable development.

Ross did a very good job of helping hte newer / more junior guys in highlighting potential constraints and opportunities relating to both drainage and the general design.

Ross is a good support network.

Thanks for getting the new crossing up and running. I'm sure it will be much appreciated by the residents of Panside and pupils of Newbridge comp.

I would like to thank all who were involved in my dropped kerb and tarmac - brilliant job. Thank you.

Pothole repair: report to completion 21 hours - that's what I call impressive. Please pass thanks to everyone concerned.

Flood gates: Mrs Roberts rang who said she was talking to a lady frojm the Council called Michelle that had been in touch with her regarding flood gates for her doors. If this was you, she was grateful that you took the time and couldn't speak highly enough about you.

Bereavement Services:

I have been going to Abercarn Cemetery for a number of years and recently returned following the closure due to Covid, I would like to compliment the Cemetery staff on the cleanliness and work done recently on mowing etc. It is usually good but so impressed at the moment. Thank You.

Please could you kindly send a message to the boys working in Bedwellty cemetery last week that my family would like to say a very big thank you for doing what they done to my grandparents grave it was very kind of them big big thank you from my family.

Parks:

I would just like to let you know that my husband and I think CCBC are doing a fantastic job in these troubled times. We were very impressed by the number of workers doing all the jobs on the Newbridge bypass yesterday (grass cutting, litter picking, lighting maintenance and roundabout clearing)all by Just blocking off one lane. Well done and thank you. Keep safe Pam Chaffey

Hi - I just wanted to write to say how impressed we were with the Parks team that came to Draethen on Thursday 16th July to cut the grass. We were particularly impressed with the man leading the team who was clearly very knowledgeable about managing grass cutting alongside promoting biodiversity. Following our conversation, the team just cut the central part of the village green, leaving the grass and wildflowers long around the edges and corners, which included our recently established Pollinators area. The green now looks lovely with numerous wildflowers growing around the edge of the green and on the banks, which are full of numerous butterflies, bees and many other insects. We have had so many comments from residents and visitors about how nice it is looking and how great it is that nature and biodiversity are being considered. The village part is also looking great, being only partly mown. Children in the village are loving running through the long grass, as well as spotting various different insects and pollinators among the wildflowers. Please pass on our thanks to the team - they're doing a great job!

Gentleman called around 3 pm to report broken glass in the playground in Apollo Way, Blackwood - he rang back again later to thank the boys for the great job they did clearing the glass, they were there within 5-10 minutes. He said credit where credit is due as the council gets a lot of flak and wanted his comments to be recorded.

Childrens play area in Waunfawr Park, Crosskeys - play surface repair - Thanks to you and your team for acting so swiftly over this matter, I really do appreciate it very much. Best wishes.