

Places, Prosperity & Sustainability

December 2021

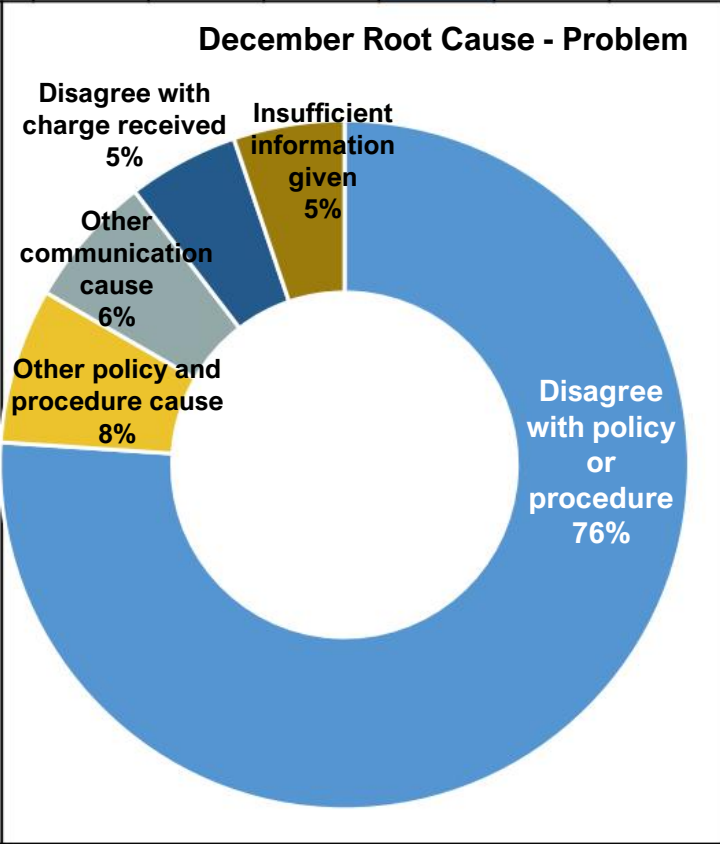
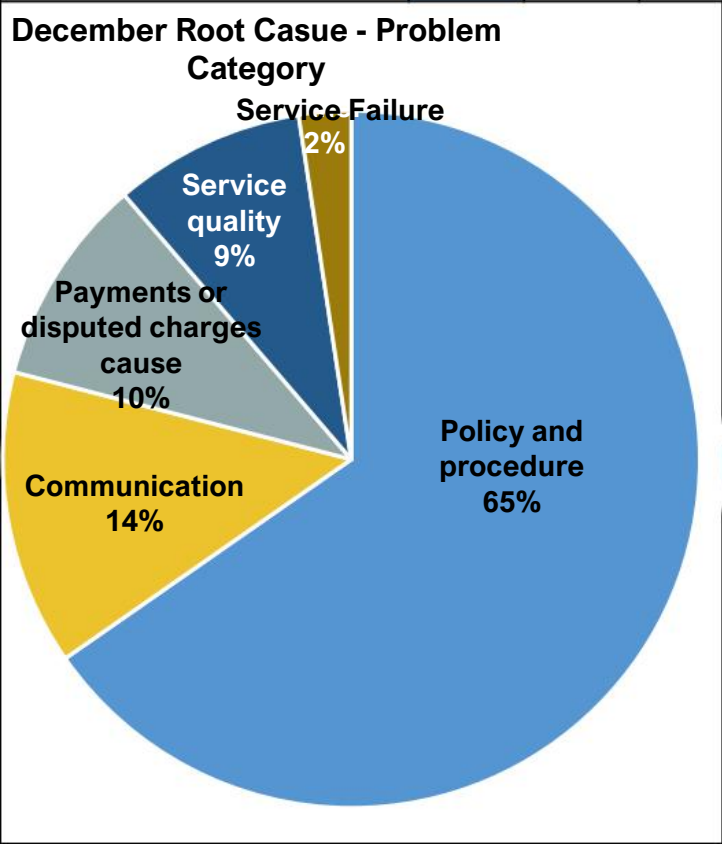
Quarter 3



Places, Prosperity & Sustainability Complaints Root Cause Report

December / Quarter 3 2021

Top Root Causes Problem Categories	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Policy and procedure	81	82	↓	840	226	307	307		→
Communication	17	22	↓	284	90	127	67		↓
Service quality	11	22	↓	204	83	66	55		↓
Payments or disputed charges	12	9	↑	153	21	86	46		↓
Legal & regulatory	Not top 5	9	↓	Not top 5	Not top 5	Not top 5	20		↑
Service failure	3	Not top 5	↑	35	17	8	Not top 5		↓



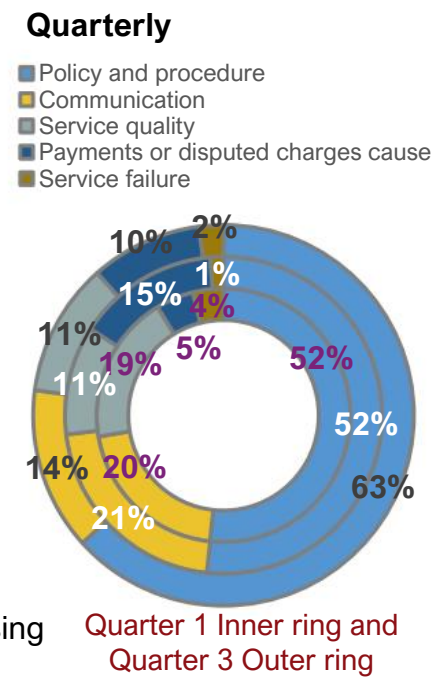
Root Cause Commentary:
December: At 65% policy & procedure continues to be the number 1 root cause problem category (+8% on last month), disagreement with policy and procedure at 75% continues to be the number 1 problem (+21% on last month).

Quarter 3: As with the monthly data, Policy And Procedure is the number 1 root cause problem category at 63%, this shows a Quarterly increase of 9%. This quarter Legal & regulatory was in the top 5, which is not the same as the year to date top 5. October and November both had this problem category within the top 5.

Policy and Procedure is the highest route cause for the Directorate. The problem category is citizens disagreeing with the policy and procedure.

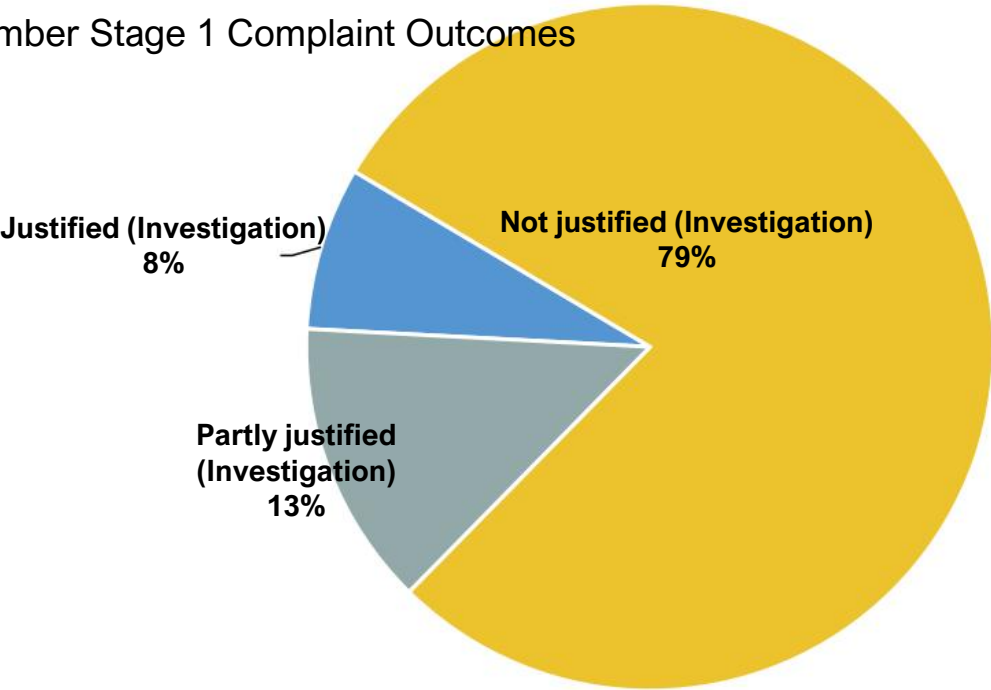
The Clean Air Zone feedback is around the payment process not being clear and confusing on the government website and the signage around Birmingham not being clearly visible.

Planning and Development problem category is complaints disagreeing with the decisions made on a Planning applications or a Planning Enforcement outcomes. On-going discussions are taking place with the Complaints Business Support Managers and Service areas.



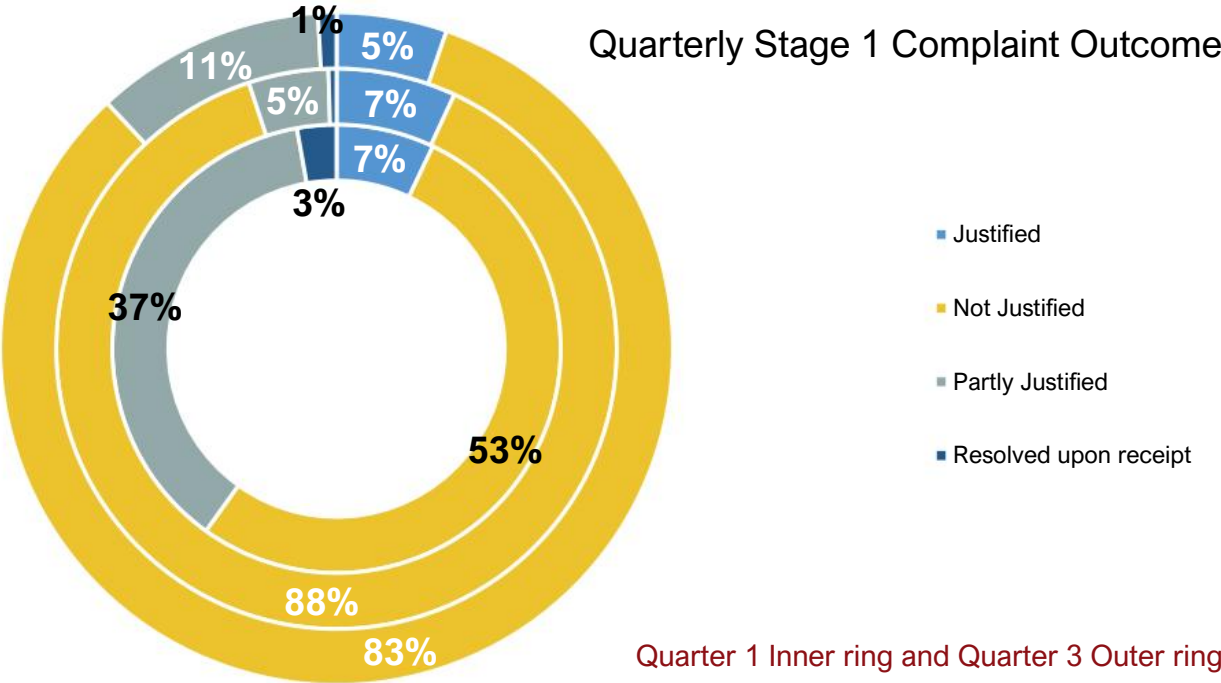
Complaints Stage 1 Outcomes

2021 - December Stage 1 Complaint Outcomes



December / Quarter 3 2021

Quarterly Stage 1 Complaint Outcomes



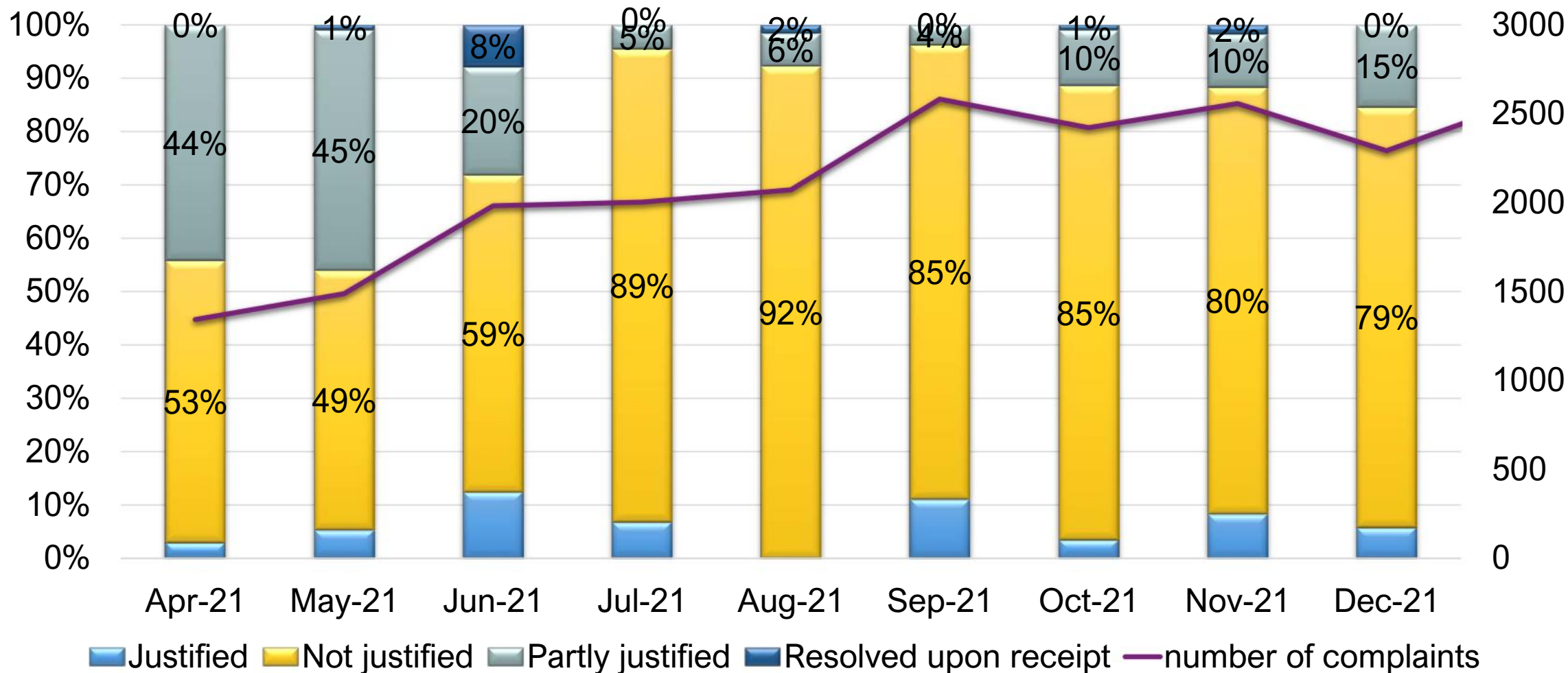
Commentary:

December: The number of outcomes recorded in December is very similar to November, there were 7 fewer outcomes (2%) recorded as Not Justified, and no outcomes recorded as Resolved upon Receipt.

Quarter 3: Quarter 3 outcomes are very much in line with Quarter 2, whereas Quarter 1 showed 37% of outcomes were Partly Justified, Quarter 2 and 3 have a much smaller percentage and the percentage of outcomes recorded as Not Justified has increased in both quarters to over 80%.

Within this area there is a high number of complaints received which are classed as not justified as these are complaints made about a policy such as the Clean Air Zone. Discussions are currently underway on how this can be reduced.

Year to date Stage 1 Complaint Outcomes

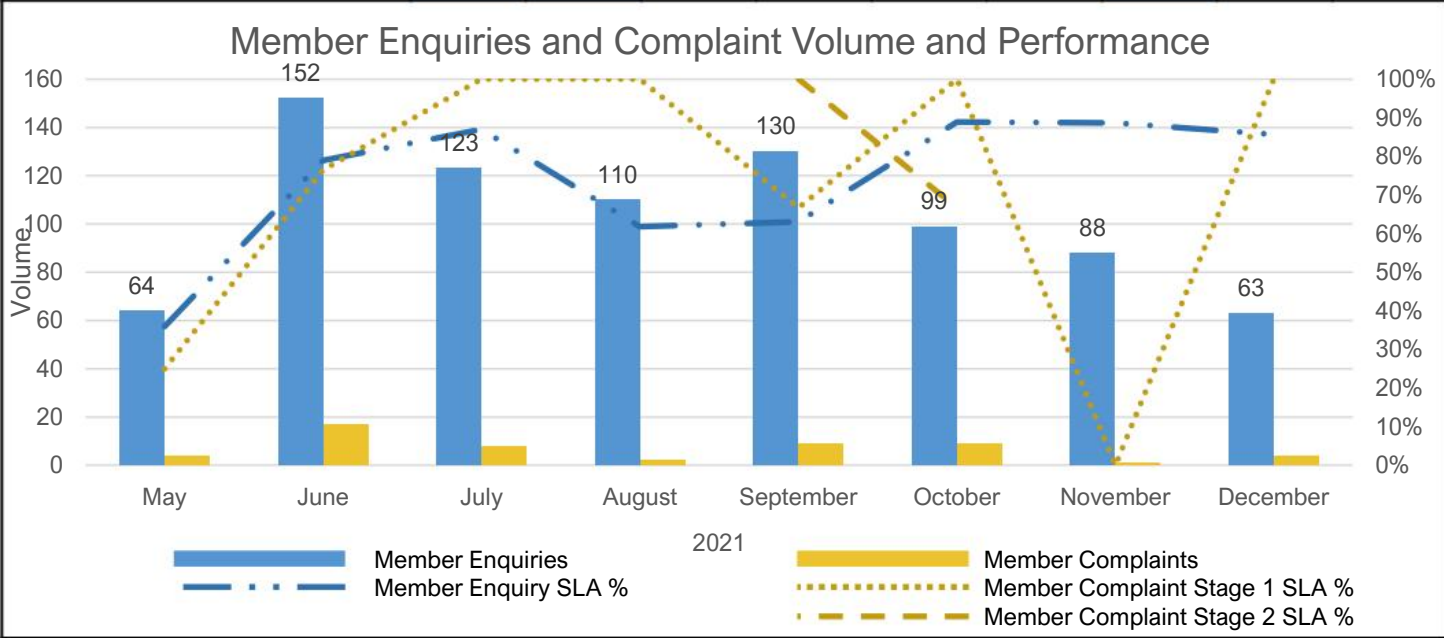


Members Enquiries & Complaints / Comments & Compliments

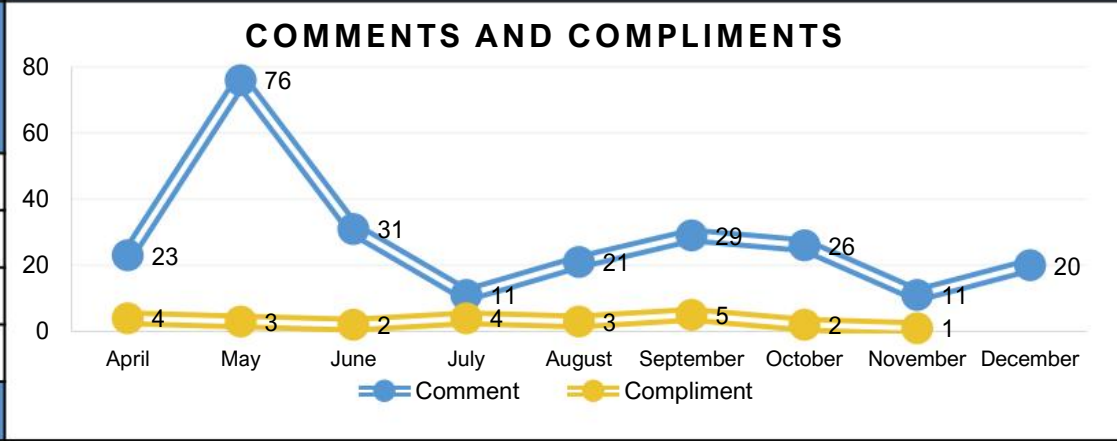
Comment and Compliment Volume	DEC 2021	NOV 2021	Month Trend	Year to date	Q1	Q2	Q3	Q4	Qtr Trend
Comments	20	11	↑	248	130	61	57		↓
Compliments	0	1	↓	24	9	12	3		↓
Member Enquiries	63	88	↓	829	216	363	250	-	↓
Members Complaints	4	1	↑	54	21	19	14		↓

Member Enquiries and Complaints Performance

Enquiries % closed within SLA (10 days)	86%	89%	↓	75%	66%	71%	88%		↑
Stage 1 member complaints % closed within SLA (15d)	100%	0%	↑	78%	67%	84%	93%		↑
Stage 2 complaints % closed within SLA (20 days)	n/a	zero		75%	n/a	100%	n/a		n/a



December / Quarter 3 2021



Commentary:

December: There were more comments received this month (+9) however there were no compliments received. The number of Member enquiries was down on last month (-25), performance against the SLA was also slightly reduced (-3%) There was an increase (+3) in Member complaints with 100% performance against the stage 1 SLA, this see a marked improvement on last month.

Quarter 3: There were lower volumes of both comments (-4) and compliments (-6) received in Q3 compared to Q2. There was a drop in the volume of Member Enquiries and complaints in Q3, at the same time performance against each of the SLAs improved.

Please note

Stage 2 SLA reporting not available at the point of distribution

The Members Enquiries SLA is down by 3% to last month but this has improved to 88% for Q3. We acknowledge this was due to the Christmas period and leave. Business Support Managers will continue to raise at the management meetings to have advance notice of leave.

Members complaints are currently at 100%.

Background/Improvements to the Service

Transportation & Connectivity

A large volume of complaints/enquiries received for Transportation & Connectivity are around not agreeing with the Policy & Procedure. A high percentage are not justified. Decision making is determined within a defined legislative and policy basis.

The Clean Air Zone receives the highest volumes of complaints and enquiries. The introduction of a scheme such as the Clean Air Zone (CAZ) is highly likely to generate several complaints, especially as a penalty charge notice (PCN) is issued to someone if they do not pay the daily fee. And for many people who receive a PCN it will be the first time they may have received one so will be unfamiliar with how the challenge and appeals process works. The Council's policy is to apply the legislation (the Road User Charging (Enforcement and Adjudication) Regulations 2001).

Improvements to the Service

Due to the high volume of enquiries it has been difficult for people to speak to the Council's Parking Services team but the Parking Services and CAZ team (in conjunction with the Council's Customer Contact and Complaints teams) have been introducing new contact channels and adjusting the way in which enquiries to the Council are handled.

These changes include:

The introduction of a new customer model: in this model the first point of contact for enquiries related to the CAZ (PCN or other queries) will be directed to a 'first line' team in the Contact Centre. Under this model this first point of contact could be by phone (the contact number for the Parking Services team is due to transfer to the central customer contact team in the next couple of weeks), email or webchat. More complicated enquiries are only channelled to the correct team once they have been triaged through the customer contact team.

Additional resources are being brought into the team to deal with the extra level of demand and training is underway. At the same time access the enforcement systems so that some of the simpler enquiries can be addressed at the first point of contact. This model has already been adopted by the core CAZ team and this helped to significantly reduce the volume of simple enquiries being dealt with by the team.

This approach has also been adopted with the Inclusive Growth Complaints team. There has been a significant investment in time, by both teams, in ensuring that the complaints team have sufficient 'product' knowledge about the CAZ and its operations to respond to first level complaints without having to escalate to other members of staff.

Introduction of new channels of communication: the CAZ and Parking Services teams have introduced the option of webchat to pages on the Brum Breathes and birmingham.gov.uk websites with high volumes of visitors. This channel is supported by staff in the customer contact team and helps to provide a much more immediate response to enquiries.

Additional staff to address demand: In addition to more staff being trained on the CAZ and the enforcement process the Parking Services have recruited additional staff (x6) so that they can more rapidly review to challenges to PCNs, which will then help to reduce the volume of enquiries about the status of a challenge.

Planning & Development

Planning and Enforcement Service areas are very specialised. The decision making of officers is in line with defined legislation. The complaints/enquiries received are often around disagreeing with a decision that an officer has made which aligns with a defined planning or enforcement policy. This results in the complaint/enquiry being unjustified.

Enforcement policies include **The Birmingham Local Enforcement Plan (BLEP), The Town and Country Planning Act (T&CPA) 1990, The BDP conforms to the National Planning Policy Framework and the BDP conforms to the National Planning Policy Framework.**

Planning applications are determined within a defined legislative and policy basis. The key national policy is the National Planning Policy Framework, which all local policy must be in accordance with. A full list of current local planning policies can be found here: https://www.birmingham.gov.uk/info/20054/local_plan_documents