

Customer Dashboard - Appendices

1 Initial Survey text and questions

You recently contacted Denbighshire County Council. Please can we ask for 30 seconds of your time to answer a few short questions

What was the reason for your phone call? Choose an option

Request a service
Request for information
Book an appointment
Pay a bill / fine
Other (Please tell us more)
Start Survey

Did you try and use our website to resolve your query before calling?

Is this the first time you have contacted the Council about this query?
If No, how many times?

How easy was it to get through to talk to someone about your query?
Very difficult / Very easy

How would you rate our advisor's willingness to help?
Very unhelpful / Very Helpful

How easy was it to get your query resolved?
Very difficult / Very Easy

How satisfied are you with your overall experience of speaking with us?
Very dissatisfied / Very Satisfied

Please tell us why you have scored us this way.

What outcome did you expect when you contacted us about this service?

Response Received

Thank you for taking the time to complete our survey. Your comments will help Denbighshire County Council improve the service we provide to you.

2 Customer Dashboard – Customer Effort Results



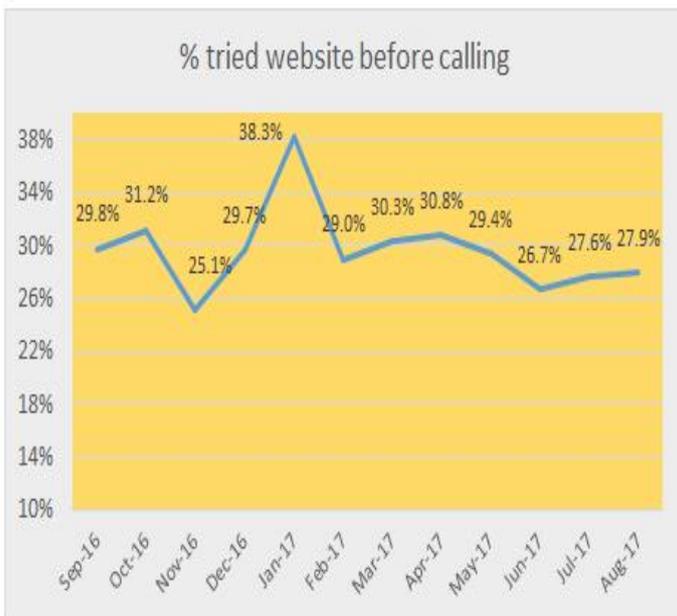
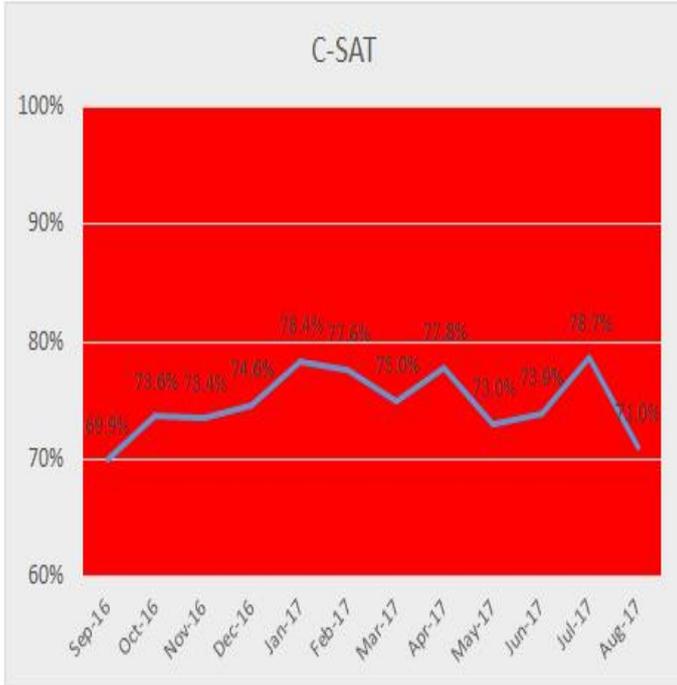
Customer Effort is a composite score out of 100 and represents how much effort customers have to go to to transact with the council. The lower the score the less effort is required.

It is calculated from the following three components:

- 1) the weighted average of all the survey results;*
- 2) the proportion of customers that did not have their expectation met; and*
- 3) the average negative sentiment*

3 Customer Dashboard – detailed results

Survey Results



4 Customer Dashboard – Weekly callback reports

Contact mobile number	Timestamp	Reason for call	Verbatim	Expectation	Call back reason	Expectation reason code
07787790055	25/08/2017 09:43	other	Not had any response to my call yet	To hear from health environment	2. H&S	Advice
07807888248	25/08/2017 12:57	0	I called as there was a large dead seagull on the path near the traffic light. i called on a Friday and it was the air show weekend. i was concerned due to there being lots of children around that weekend.. i was told they don't deal with things like that but they will note it ...on Tuesday i was walking to work and it was still there at this point it had been there for 5 days .. i just didn't understand why the council would not want to move it ..even more so at it was the bank holiday weekend and we would have had an awful lot of people around for the air show	For someone to remove the dead seagull	2. H&S	Resolution to problem
07490433384	25/08/2017 08:41	Request for information	I rang and was told that I would be put through to department I needed to speak to only to have an answering service tell me that the office was shut. The person I first spoke to should have known this. Bad service	Better than what I got. I like to speak to a person not machines.	3. Political	Immediate resolution
07587925957	25/08/2017 10:43	other	I was moved 2 different departments an not once was I given an apology for all the hassle. then found out it was an overpayment from when I worked with the council but because I moved address I didn't receive any letters appart from one. The lady I spoke 2 was rather rude an asked me when i can pay it so I explained I don't get wages till and of month an she said well ring us back then get it paid an I'll sort it out x I was made 2 feel like the whole situation was my fault when it was the council's fault for apparently overpaying when I gave plenty of notice an worked my notice only 2 have a letter a year later saying they overpayed me. I'm so annoyed by this.	I at least expected an apology for all the messing around.	3. Political	More empathy
07919035008	25/08/2017 16:22	other	Very rude and unhelpful	Not impressed being called at approx 4.20 pm on a Friday before bank holiday	3. Political	0

07989385824	29/08/2017 11:50	other	Without hesitation the lady said she would sort me a new bin. What concerns me is that I have a feeling that this is not the first time this has happened. I, personally, think that the bin men should be disciplined for being so reckless with Council property.	I expected that I would have more of a problem getting a replacement bin.	3. Political	0
07827972495	29/08/2017 14:17	Request for information	The reason for my call was to find out about council tax relief, to hear the advisor refer to my query as one related to someone with MENTAL HEALTH and in need of benefit relief was disgusting. I look after my dad who has dementia which is not a mental problem, these advisers need training correctly on what is mental health!	A better quality of service and understanding	3. Political	More empathy
07568051602	30/08/2017 11:43	Pay a bill or fine	I dropped a cigarette and picked it up yet still fine me Â£75	Just to pay the fine	3. Political	0
07854712021	22/08/2017 09:00	other	I wanted to talk to the parking authority personnel but was required to lodge my complaint with whoever it was that answered the phone. I never made it to the parking authority & as such some of my questions/concerns went unanswered.	Some sort of action against people illegally parking in a residents permit parking area. There was a response but it took over 24hrs.	4. Need info	0
07752039023	24/08/2017 11:49	other	The situation has not been resolved, but at least now it will be considered	That an engineer would visit, see the poor condition of the road, and ensure the work will be done	4. Need info	Resolution to problem
07821127855	24/08/2017 12:41	other	I made 2 complaints online with 1 response stating someone would contact they did not I rang eventually and was actually logged	A positive one	6. Tried website first	Immediate resolution

5 Customer Dashboard – Public Facing Information (denbighshire.gov.uk)

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Contact us Emergencies Cymraeg

Resident Business Visitor **Your Council**



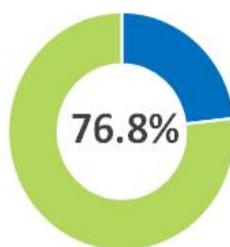
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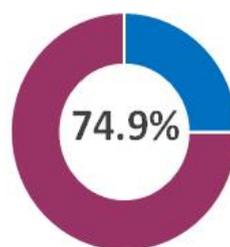
Customer Satisfaction - Results

Your Council
Complaints, compliments and feedback
Compliments and feedback
Customer Satisfaction - Results
Making a complaint about the council

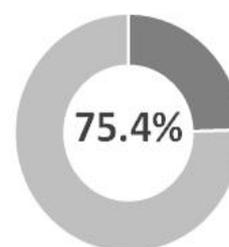
Denbighshire July-2017



Denbighshire Average-2017



UK Average-2017



If you have recently contacted the council by telephone you may have been asked by text message to take part in our customer survey. We have received over 2,000 responses since September 2016 and we read every one in order to understand what we are doing well and not so well.

The types of improvements we have made so far based on your feedback include:

- Proactively contacting customers with call backs to help with more complex requests
- Improve Customer Service Staff skills when dealing with telephone contact
- Adding more services to the website so customers do not need to telephone

Some of the feedback received so far include:



"I had a prompt answer to having my furniture removed today. Problem solved with no fuss."

I was on the phone less than a few minutes, the lady I spoke to was pleasant and told me the answer to my query quickly."

"Very helpful and polite spoken to lady about school transfer and she was very helpful and phoned me back within mins."



"Phoned about a dead rat on pavement yesterday morning it wasn't picked up till mid morning today."

"Hole in the pavement and still waiting for it to be fixed 2 weeks on its a tripping hazard!"

"It took approx 10 minutes to get through by phone but when speaking to someone she helped."

