

<b>Report to:</b>	<b>TOURISM, ECONOMY AND RESOURCES SCRUTINY COMMITTEE</b>
<b>Relevant Officer:</b>	Ruth Henshaw, Delivery Development Officer
<b>Date of Meeting:</b>	27 October 2016

## ANNUAL CUSTOMER FEEDBACK REPORT 2015/2016

### 1.0 Purpose of the report:

- 1.1 To consider the Annual Customer Feedback Report covering the period 1 April 2015 to 31 March 2016.

### 2.0 Recommendation(s):

- 2.1 To scrutinise the content of the report and highlight any areas for further consideration.

### 3.0 Reasons for recommendation(s):

- 3.1 To ensure constructive and robust scrutiny of the report.
- 3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No
- 3.2b Is the recommendation in accordance with the Council's approved budget? N/A
- 3.3 Other alternative options to be considered: N/A

### 4.0 Council Priority:

- 4.1 The relevant Council Priorities are:
- Economy – maximise growth and opportunity across Blackpool
  - Communities – create stronger communities and increase resilience

### 5.0 Background information

- 5.1 Information on the customer feedback received by the Council is reported to Corporate Leadership Team and the Tourism, Economy and Resources Scrutiny Committee on an annual basis.

## **6.0 Overview of Performance**

- 6.1 The report includes a breakdown of the comments, compliments and complaints received by the Council between 1 April 2015 and 31 March 2016. It summarises the Council's performance in dealing with complaints, explores the themes within customer feedback, and includes an overview of complaints made to the Local Government Ombudsman.
- 6.2 The report also identifies a number of actions that can be taken to improve the way we deal with customer feedback and to increase our understanding of the causes of complaints.

## **7.0 Witnesses/representatives**

- 7.1 The following persons have been invited to attend the meeting to report on this item:

Ruth Henshaw, Delivery Development Officer.

Does the information submitted include any exempt information?

No

### **List of Appendices:**

Appendix 9a: Annual Customer Feedback Report 2015/2016

## **8.0 Legal considerations:**

- 8.1 None

## **9.0 Human Resources considerations:**

- 9.1 None

## **10.0 Equalities considerations:**

- 10.1 None

## **11.0 Financial considerations:**

- 11.1 None

## **12.0 Risk management considerations:**

- 12.1 None

**13.0 Ethical considerations:**

13.1 None

**14.0 Internal/ External Consultation undertaken:**

14.1 None.

**15.0 Background papers:**

15.1 None