



SHETLAND ISLANDS COUNCIL – CUSTOMER FEEDBACK FRAMEWORK

This is an overview of the ways in which our services actively go out to the community and request feedback on how we're doing as a Council. The following pages encapsulate the various mechanisms used by Directorate, broken down into individual services.

Children's Services:

Children and Families – A 'having your say' form goes out to children for looked after processes. (This is similar to a form used by Scottish Children's Reporter Administration.)

Child Protection - The service did a follow up earlier this year with ten children who had been through the procedure and asked them to complete a questionnaire.

There is also a section in the report produced for all child protection case conferences that asks for the child and family's views.

Short breaks for Children - Short breaks for children gain feedback in several ways including annual surveys, Staff interaction with children (recorded in support plans), 6 monthly reviews of support plans, through informal meetings with parents, formal, arranged meetings with parents, results of surveys, outcomes of meetings and any actions that may result from these are communicated to customers through newsletters, Blog etc.

Quality Improvement/Schools - Schools/Quality Improvement has carried out a number of consultations over the past six years on the delivery of school education in Shetland. All the relevant information on this is on our website. In addition, our 32 schools are engaged in a variety of processes of self-evaluation on an ongoing basis with parents, staff and pupils to gauge views on the quality of service they deliver and to identify areas for improvement.

Shetland Library – carries out an annual customer satisfaction survey using Survey Monkey and has paper copies at the front desk and in the mobile library vans. Surveys are also carried out about particular issues as appropriate e.g. changes in opening hours 2012; eBook provision 2013.

Comments are encouraged via suggestion boxes, the Library website and social networking. Feedback is also invited from people participating in individual events and projects.

Periodically focus groups are consulted e.g. for the 2014 Artworks for Libraries project.

Sport & Leisure -

Islesburgh Hostel has a customer feedback scheme and customers can rate their service on the Hostelling International website, www.hihostels.com. There are also feedback forms at the hostel.

After sports events organised by the service, written evaluation forms are circulated to everyone who participated asking folk what they think.

There are public notices displayed in all play areas to let people know how to contact the service re any concerns or damage.

The team also has regular meetings with local groups on an annual basis to discuss service levels.

Bruce Family Centre -

Playvan - At the end of each visit we leave an evaluation form and prepaid envelope for the group to complete and send on. We review these at our monthly meetings.

Playday - post-it's are given to children and families as they leave play day and we collate these after the event. On our debrief we discuss things that worked well for children and what didn't. Planning is then around this for the following yearly event.

Triple P parenting programme - parents complete a questionnaire at the beginning of the programme and then again after they've completed the sessions. We can then measure with them their success.

Dads Group – Survey Monkey survey conducted after 12 months. Intending to gather more feedback by way of another web based survey after 6 months of recent change to twice a month sessions.

Parent Groups – New, Outcomes based questionnaires introduced last year. These are done about every 6 months.

play@home – This has been monitored in 2 ways. Support Worker gets the parents to mark on a scale of 1 to 10 how important they feel play is at the beginning of the course and then again at the end. The Antenatal Parenting Programme also monitors the progress of the mothers who have attended. This is a joint evaluation between social work and health.

Community Care Services:

Adult Services – In Adult Services feedback is obtained via community care reviews, open events, face to face meetings, direct phone calls, pre-review feedback forms etc.

Older People's Services – Older Peoples services use the same opportunities as Adult Services. A few of the service areas use periodic questionnaires to their clients and their families.

Mental Health and Dementia Services – This service obtains feedback on how they're performing during community events such as Carer's Attendance Week, Alzheimer's Scotland awareness events, Mental Health Awareness Week, country shows etc. At all their events a comments box is available for members of the public to share any feedback on the service.

Occupational Therapy – The With you For You process provides feedback from service users. It is an area the service is looking to develop, particularly through the use of CARE, a feedback mechanism validated for use by Allied Health professionals.

Social Work – In the Community Care Social Work team service users are asked for feedback as part of the ongoing care management process, usually at the point of review. Progress against agreed outcomes is recorded on the assessment form at the point of review.

Finance:

Finance (Revenues and Benefits) – This service has a Feedback Form available at the cashier's desk and in all the interview rooms where they meet face-to-face with customers. The Feedback Form is also available online at the council website.

Finance (Pensions) – This service has a Customer Satisfaction Survey which is issued to all pension scheme members at the time of retirement.

Development Services:

Community Planning and Development – Community Planning and Development issue a learner evaluation form to all adult learners accessing the service and a grant application evaluation form to all grant applicants.

An equality and diversity survey is carried out every few years asking the public about any issues using public services and in the community.

Housing – This service sends out a number of surveys including:

- Application feedback form included in all housing application packs and available on the website

- Repair satisfaction surveys sent out with the repair receipts acknowledging that a repair has been reported
- New tenancy survey completed for new tenancies
- Ending your tenancy survey

There is an annual rent consultation which is sent out in November.

There is a requirement from The Scottish Housing Regulator for a full tenant satisfaction survey to be carried out with all tenants at least every 3 years. This survey covers a variety of service areas including overall service, keeping tenants involved, opportunities for tenants to participate in decision making processes, standard and quality of home, repairs service, management of neighbourhood and value for money.

Planning -

Customer survey forms are provided to service users including people applying for planning permission, pre-planning advice, objectors, and marine planning and building standards applications.

The service also holds developers' meetings every four months – where they meet with representatives from the construction industry, agents and architects.

Smaller focus groups take place on an ad hoc basis discussing specific building standards and marine planning matters.

Transport Planning – Most feedback comes in via a feedback form on the Zetrans website <http://www.zetrans.org.uk/>. The service also undertook an extensive consultation on bus service last year.

Infrastructure Services:

Environmental Health and Trading Standards – Customer feedback sheets are sent out to anyone who has contact with either service. Customers are asked to rate their satisfaction with the service.

Ferry Operations – On certain matters the service actively consults with communities, for example the ferries review. There are freepost feedback forms on each ferry asking for feedback. The service also has contact with community councils.

There is also opportunity to share comments on their Facebook page and through all the usual mediums.

Port Operations – The service has annual meetings with harbour users to discuss harbour dues. They also host ad hoc informal meetings to discuss other issues that arise.

In addition, they attend various meetings to represent ports and harbours including SOTEAG (Sullom Voe Oil Terminal Environmental Action Group); Shetland Fishermen's Association; Wildlife Rescue Co-ordination Committee; and a marine spatial planning group run by the NAFC Marine Centre.

Roads – The service issues an APSE (Association for Public Sector Excellence) customer satisfaction survey to community councils across Shetland to evaluate their service. This covers a wide range of factors from staff friendliness to the promptness of repairs.

Environment & Transport Operations – The service receives feedback through schools' parent councils and other user groups. They also receive customer feedback via our Occupational Therapy department for services provided in customers' homes. With the new eco-work, a new customer feedback form will be developed specifically for this.