

Customer Satisfaction Spring 2018 Executive Summary

Introduction

107 senior managers took part (36 from LBN, 18 from LBH, 30 from LBB and 23 from oneSource). This compares to a previous response of 98 senior managers in Autumn 2017. The overall response rate across the organisations is 32.3%

The principle focus of the survey was to understand customers:

- Overall satisfaction with the service they received;
- Satisfaction with the amount of resources / level of support received;
- Satisfaction with the quality of support provided; and
- Satisfaction with the speed at which the support was provided.

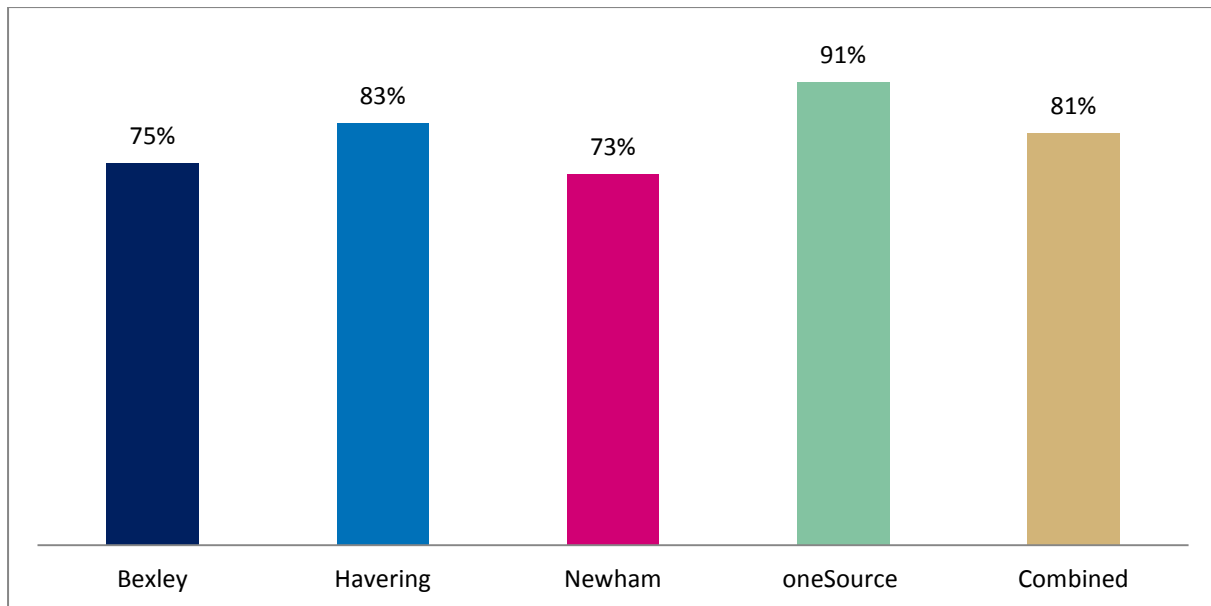
The Programme Management Office is no longer reported as the service is no longer provided by oneSource. Only Newham and oneSource provided feedback regarding Projects and Programme, whilst only Havering and oneSource provided feedback on Technical Services. Bexley Council provided feedback only on Strategic and Operational Finance, Internal Audit and Transactional Finance as these are the only services that they utilise from oneSource.

Exchequer and Transactional Finance has been split into the following respective services, for performance to be assessed individually, Payroll, Accounts Receivable and Accounts Payable, Enforcement, Pensions and People Establishment. An overall HR Transactional figure has been calculated to provide a comparative figure to previous surveys, this will encompass results from Payroll, Pensions and People Establishment. The same will be applied to Finance Transactional which will include figures from Enforcement, Accounts Receivable and Accounts Payable.

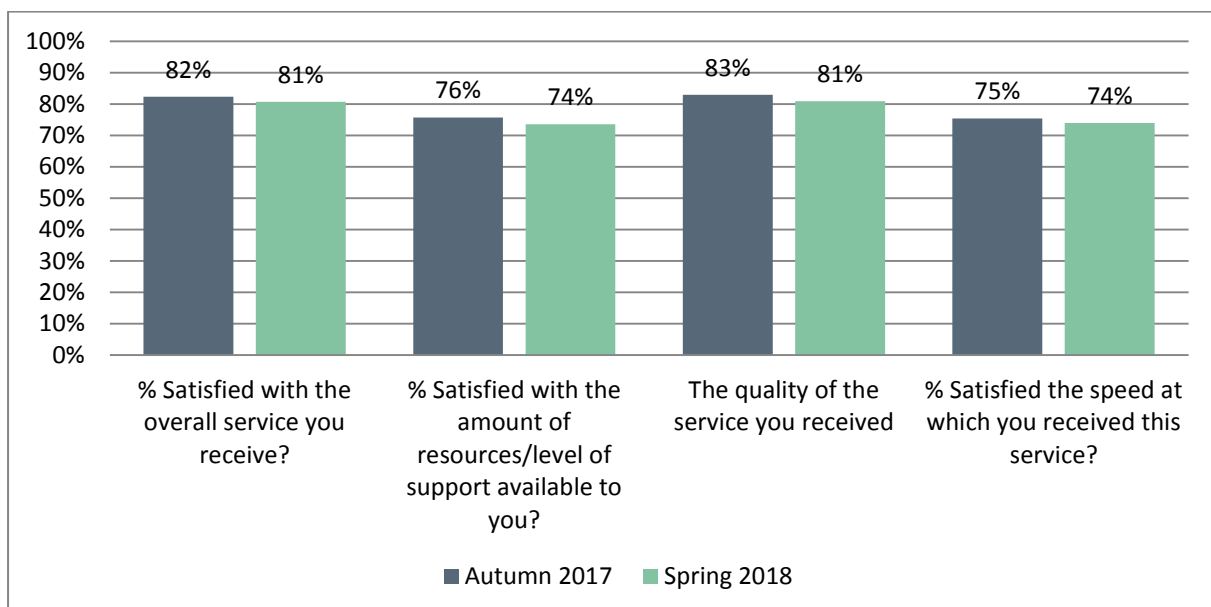
Overall Satisfaction

The overall satisfaction for oneSource services (combining the four organisations) is 81%, decreasing marginally by 1% from that found in the Autumn 2017 survey, where 82% of customers were satisfied with the service they received. This is the second time that oneSource has exceeded the 80% target set by the Joint Committee, since the organisation's inception.

Individually, customer satisfaction with the service received is 83% from Havering Council, 73% from Newham Council, 75% from Bexley Council and 91% from oneSource. Customer satisfaction has increased for oneSource and Bexley, with satisfaction in oneSource exceeding the target. Satisfaction within Havering dropped slightly by 5% but overall satisfaction still exceeds the target. There was a decrease in satisfaction within Newham, with overall satisfaction dropping by 8%.



Customer satisfaction has decreased marginally across all four indicators since Autumn 2017.



Services meeting target

1. Overall

Of the nineteen services surveyed, the number of services meeting or exceeding the 80% target decreased from fourteen to ten. The ten best performing services were Facilities Management (86%), Projects and Programmes (80%), Technical Services (100%), Legal and Governance (93%), ICT (87%), Health and Safety (95%), Printing Services (97%), Procurement (86%), Internal Audit and Counter Fraud (88%) and Accounts Receivable (85%). Aggregated results for Transactional Finance (81%) results show also the target was met.

2. oneSource

In oneSource, the top performing services were HROD (100%), Strategic Finance (87%), Procurement (92%), Facilities Management (85%), Property Services (80%), projects and Programmes (100%), Health and Safety (100%), Legal Services (92%), Printing Services (100%) and Internal Audit (100%), Payroll (88%), Pensions (100%), People Establishment (93%), Accounts Receivable (100%) and Accounts Payable (87.5%). Aggregated HR Transactional (93%) and Finance Transactional (88%) show that both exceeded the target.

3. Newham

For Newham, the top performing services were Internal Audit and Counter Fraud (100%), Procurement (87%), Health and Safety (100%), Legal and Governance (90%), Printing Services (92%), Business Improvement (80%), Facilities Management (86%).

4. Havering

In Havering, there were ten top performing services and all exceeded the target. The top performing services were Strategic Finance (83%), Internal Audit (100%), Property Services (100%), Technical Services (100%), Legal and Governance (100%), ICT (94%), Facilities Management (91%), Health and Safety (91%), Enforcement (100%) and Accounts Receivable (100%). Aggregated Finance Transactional (86%) show that it exceeded the target.

5. Bexley

Within Bexley, three services exceeded the 80% target. This includes Accounts Payable (80%), Accounts Receivable (85%) and Enforcement (100%); with the aggregated Finance Transactional (85%) figure also exceeding the target.

Survey Highlights

Across the oneSource services surveyed:

- Satisfaction with Property Services has continued to increase, with the service close to the target set by the Joint Committee. The service has the most significant increase in satisfaction, rising by 18% in overall and 33% in satisfaction with resources.
- The top performing service is Technical Services which had a 100% overall customer satisfaction though was the lowest performing service for satisfaction with speed.
- For Bexley, Internal Audit had the most significant increase with 33% in overall satisfaction and 50% in satisfaction with quality.
- HROD had the most significant decrease in Newham with satisfaction dropping by approximately 35% across all four indicators.
- Within oneSource, HR Transactional had the most significant increase with an average 37% in all four indicators.
- Given the increase in satisfaction by oneSource and that this may unfairly skew the picture, overall satisfaction without oneSource is 77% (marginally below the target).

- Individually, the highest performing service in partner councils is Enforcement in Bexley (100%) and Health and Safety in Newham (100%). For Havering and oneSource, internal audit and printing services (100%) with Legal in LBH.
- Individually, the lowest performing service in partner councils is Strategic Finance in Bexley (58%), HR Transactional in Havering (65%), HROD in Newham (53%) and Business Improvement in oneSource (57%)

Satisfaction for HROD is particularly affected by lower than expected scores from Newham Council, where satisfaction was roughly 50% compared to Havering (70% range) and oneSource (90% range). The predominant factors for the lower than expected satisfaction in HROD is the lack of resources available to support managers, which is recognised by those completing the survey and also concern at the speed in which support is provided. There appears to be some confusion regarding the recruitment process belonging to HROD and this may play in part of the decreased satisfaction; an additional factor which may have affected feedback are the recruitment controls implemented by Newham's SLT on 1st May 2017, which have, by design, built delays into the recruitment process in some areas. Another issue appears to be the advice provided is contingent on the officer helping and that there appears to be a lack of proactive action amongst staff. HROD are currently reviewing the comments to devise an action plan to address the issues that may be affecting satisfaction levels. There are a number of actions which will be taken in response to this – some are 'quick wins'.

The full report for Customer Satisfaction will be provided at the next Joint Committee in October. This will provide further details on reasons for areas of lower performance and comments from respondents on their experience of services. Directors of the respective areas will be devising action plans in response to the issues raised.

OVERALL	HR Transactional	HRO D	Finance Transactional	Strategic Finance	Procurement	Internal Audit	Facilities Mgmt.	Property Service	Projects and Programmes	Technical Services	H&S	Legal Service	ICT	Printing Service	Business Improvement	Payroll	Pension	People Establishment	Enforcement	Account Receivable	Accounts Payable	Total
% Satisfied with the overall service you receive?	72%	71%	81%	75%	86%	88%	87%	75%	80%	100%	95%	93%	87%	97%	62%	73%	75%	69%	78%	85%	77%	81%
% Satisfied with the amount of resources/level of support available to you?	69%	56%	74%	60%	74%	83%	83%	69%	80%	67%	86%	78%	88%	97%	54%	71%	75%	63%	72%	74%	74%	74%
The quality of the service you received	70%	74%	81%	75%	80%	92%	91%	69%	80%	67%	90%	93%	91%	97%	62%	73%	71%	67%	83%	80%	79%	81%
% Satisfied the speed at which you received this service?	68%	60%	77%	62%	80%	79%	85%	56%	80%	33%	81%	80%	88%	97%	46%	69%	71%	65%	78%	76%	77%	74%