



ARTICLE NO: 1E

**CORPORATE OVERVIEW &
SCRUTINY COMMITTEE:**

**MEMBERS UPDATE 2011/12
ISSUE: 4**

Article of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor I Grant

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SUBJECT: SERVICE DELIVERY - LOW LEVEL CONCERNS

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1 To provide an update to Members on how low level concerns about service delivery are captured and reviewed.
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2.0 BACKGROUND

- 2.1 Following the Corporate Complaints Monitoring report in November 2011, which reported on the number of formal complaints received by the Council. Members requested further information about low-level concerns (including how they are captured and reviewed by officers).

3.0 CURRENT POSITION

- 3.1 Following research with Heads of Service, it has been established that low-level concerns reported by customers are not recorded as a complaint, and instead are dealt with as part of normal service delivery.
- 3.2 The exception to this approach exists within the Street Scene section, whereby information is captured and reported to Members separately in terms of the number of missed bins that have been reported and how they have responded to these as part of Performance Monitoring.
- 3.3 From a corporate perspective, the Council has had in place for a number of years now a "Comments & Compliments" procedure, which enables customers to express concerns or make suggestions regarding service delivery and also give

compliments regarding a service they have received. Customers can do this in a number of ways, for example by completing a web form; by telephoning Customer Services; by visiting a Customer Service Point; or by putting it in writing.

- 3.4 Any Comments & Compliments received by Customer Services are logged through the Customer Relationship Management (CRM) system and then sent to the relevant Head of Service. The Head of Service will then deal with these appropriately and where necessary respond to the customer directly.

4.0 ISSUES

- 4.1 Whilst the CRM system enables Customer Services staff to log comments and compliments, currently it only reports on the combined number received.

- 4.2 If Members wanted this information to be broken down into the two categories, Customer Services in conjunction with One Connect Limited ICT Services, would need to change the current form and develop another Service Request Form within the CRM system. This would enable separate reports to be generated for comments and compliments. However, this would only capture those comments or compliments that were logged by Customer Services and would not log any that were raised directly with back office staff.

- 4.3 There are currently no formal procedures in place for back office staff to log/report on the number of comments or compliments received. However, Landlord Services are adopting a different approach. This was agreed as part of the Landlord Service Self Improvement Action Plan, which was produced to address the concerns of the Audit Commission and the Tenant Services Authority. Landlord Services are expected to use complaints and feedback to improve service delivery, to evidence this to the regulator and provide feedback to tenants. To achieve this, they have developed “workflow” within the new Housing Management system, which will enable them to capture, record and monitor complaints at all levels.

5.0 CONCLUSION

- 5.1 Whilst there is no formal way of monitoring low-level feedback/complaints, each individual team/section is acutely aware of, and indeed uses valuable feedback from customers on a daily basis, as a means of improving service delivery.

6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

- 6.1 There are no significant sustainability impacts associated with this article and, in particular, no significant impact on crime and disorder. The article has no significant links with the Sustainable Community Strategy.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 7.1 There are no significant financial or resource implications arising from this article.

8.0 RISK ASSESSMENT

8.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The Article does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

None