

Tracking and Monitoring of Actions and Recommendations of Scrutiny Boards

Scrutiny Board Date	Agenda Item Title	Action/Recommendation	Responsible Director /Body	Activity Log
Budget and Corporate Scrutiny Management Board				
29 March 2023	Improvement Plan	1) A summary and chronology of events explaining where the Council is currently with regards to the proposed development on Lion Farm, and how it reached the Expert Determination process, be circulated to the Board.	Borough Economy	A written response in relation to the Expert Determination Process will be circulated once the ED process has been fully concluded.

		<p>2) That a further report in relation to recruitment of the Children to Adults Transition Project Officer role be submitted to a future meeting of the Board.</p>	<p>Children's Services/Adult Social Care</p>	<p>The re-advertisement of the project manager post was unsuccessful, the post is due to be advertised again shortly. To ensure no further delays, resource from within the business has been identified to progress actions identified in the PID.</p> <p>Regular monthly meetings have been diarised with key stakeholders, PID and TOR have been revised and signed off. Remit of the first stage business mapping has been agreed, draft scope and comm's will be presented at the April meeting with the aim to undertake first stage business mapping in May.</p>
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<p>29 June 2023</p>	<p>Customer Journey Review</p>	<p>(1) that the Director of Regeneration and Growth/Assistant Chief Executive, in consultation with the Cabinet Member for Finance and Resources and Cabinet Member for Adult Social Care, be authorised to agree a customer care standards/charter, and staff responsibilities in relation to those standards to ensure;</p> <p>a) that “back-office” staff take ownership and accountability of customer requests received via Contact Centre Agents;</p> <p>b) a standard approach is taken to making officer contact numbers</p>	<p>Assistant Chief Executive/Executive Director – Finance and Transformation</p>	<p>Commitments remain in draft form whilst engagement is ongoing as these may be updated further following feedback from residents. Delays in engagement as outlined in AP Point 3. Further work ongoing</p> <p>a) Key Service area links are in place for all calls taken by the contact centre. Ongoing development continues and proposed training will feature heavily on this areas.</p> <p>b) Email issued to all ADs and Directors instructing a reminder be sent to all Officers..</p> <p>c) Complaints process is in place and detailed on the Council</p>
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		<p>available on Outlook and to customers to prevent additional calls being made to the Contact Centre;</p> <p>c) a standard approach to the complaints process and deadlines for responding to complaints are clear and accessible across all Council services;</p> <p>d) that key contacts are identified within each service area to aid Customer Service Agents in their enquiries;</p> <p>e) that residents are regularly updated and informed about the</p>		<p>Website. Ongoing monitoring of the Complaints SLA target is in place. Complaints Training is currently being rolled out and will include a reminder of all processes and timescales</p> <p>d) Named Officers in each Service Area are identified and meetings are taking place on a regular basis.</p> <p>e) Work is ongoing within the Technology Workstream of the CJ Board to provide automated updates where possible</p>
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		current process of their request/query.		
		<p>(2) that the Director of Regeneration and Growth/Assistant Chief Executive be authorised to commission/develop a customer training package that incorporates the following topics:-</p> <p>a) The completeness of response letters b) Methods to manage customer expectations and awareness around the Council's remit and responsibilities.</p>	Assistant Chief Executive/Executive Director – Finance and Transformation	Research undertaken and discussions held. Awaiting feedback on potential costs prior to discussions taking place with procurement. Specification to be drafted. Response letters are also covered in Complaints training. Identified individuals in each Directorate to input into specification and agree requirements.
		(3) that the Director of	Assistant Chief Executive/Executive	As above. Training being considered will also look at

		<p>Regeneration and Growth/Assistant Chief Executive ensure that all members of staff undertake training around customer care standards as identified in (2) and that staff performance against these standards be incorporated within the appraisal process;</p>	<p>Director – Finance and Transformation</p>	<p>including a coaching programme for supervisors/management staff. Discussions will be undertaken with HR re inclusion in Appraisal process</p>
		<p>(4) that mandatory corporate customer service training be included as part of the induction process for all staff;</p>	<p>Assistant Chief Executive/Executive Director – Finance and Transformation</p>	<p>As above. As part of the proposed training an online offer will also be procured which all staff will be expected to complete, and which will be included in inductions.</p>
		<p>(5) that the Director of Regeneration and</p>	<p>Assistant Chief Executive/Executive Director – Finance and Transformation</p>	<p>SOCITM currently engaged to undertake independent options appraisal on existing and potential CRM systems,</p>

		<p>Growth/Assistant Chief Executive, in consultation with the Director of Finance, investigate options for procuring a single joint Customer Relations System across the Council;</p>		<p>reporting back to CJ Board. There are linked dependencies within this action which will impact timescales.</p>
		<p>(6) that the Director for Director of Regeneration and Growth/Assistant Chief Executive considers the introduction of automated feedback surveys and that regular feedback on Council enquires/complaints are analysed and</p>	<p>Assistant Chief Executive/Executive Director – Finance and Transformation</p>	<p>Automated feedback surveys are already in use across various service areas. Procurement of the new Telephony system will allow greater opportunities for this. CJ Board have also identified gaps and have provided approval and funding for new technology, eg tablets within the OSS</p>

		shared with Directorates;		
		(7) That the Director for Director of Regeneration and Growth/Assistant Chief Executive introduces corporate guidelines in relation to the use of Council contact numbers to ensure that all officers are contactable and that contact details are updated regularly;	Assistant Chief Executive/Executive Director – Finance and Transformation	Initial reminder to all staff as per 1.1b.
		(8) that the Director of Regeneration and Growth/Assistant Chief Executive considers the feasibility of amalgamating the	Assistant Chief Executive/Executive Director – Finance and Transformation	Initial Options appraisal undertaken and report presented to CJ Board and Leadership Team. Agreement to pause the work to allow for the detailed process mapping to take place to better inform the decision. Work is ongoing to

		<p>current three contact centres (Corporate Contact Centre, Revenues and Benefits Contact Centre and Adult Social Care Care) into a single contact centre number with staff specialising in various areas;</p>		<p>look at the single number and will be further considered with the implementation of the new telephony system.</p>
		<p>(9) that the Director of Regeneration and Growth/Assistant Chief Executive, as part of the refresh of the Council's website, ensures the Council continues to promote the use of Sandwell Digital First and the Council's website as the first point for accessing</p>	<p>Assistant Chief Executive/Executive Director – Finance and Transformation</p>	<p>Work ongoing within the Digital Workstream of the CJ Board to ensure promotion of all digital channels. OSS and Community Hubs are supporting people to set up My Sandwell accounts if desired. Financial year 22/23 and current stats for this year show that digital is now the main contact channel. This will continue to be monitored.</p>

		information and raising an issue/request;		
		(10) that as part of the customer journey review being undertaken, the Director of Regeneration and Growth/Assistant Chief Executive reviews current timescales for responding to enquiries and consider a reduction, wherever possible, including member enquiries being reduced from 10 working days to 3-5 days.	Assistant Chief Executive/Executive Director – Finance and Transformation	<p>This recommendation was NOT approved by Cabinet on 12 July 2023. A lack of resources meant that the request could not be feasibly met. However, officers would review the request at a later date:</p> <p>An existing wider piece of work is on-going with Members around the Councillor Portal. This work will look at the response time and any agreed standards, and ensure that this is considered as part of the wider remit of that work.</p>
22 November 2023	Improvement Plan Quarterly Progress Report	That a 'Members Digest' be developed to provide Members with regular	Assistant Chief Executive	

		briefings on policy and strategy updates.		
		That a variety of methods to consult members are utilised, which should include face- to- face interviews, attending ward and town meetings and online consultations and surveys.	Assistant Chief Executive	
20 March 2024	Performance Management Framework – 2023/24 Quarter 3 Monitoring	That Tenant Satisfaction Survey results and complaints be considered on a neighbourhood level at Town meetings.	Neighbourhoods	Town Chairs have been approached on this matter.