

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 11 th April 2019
Report Subject	Feedback from the Member Complaints and Case Handling Workshop
Cabinet Member	Cabinet Member for Corporate Management & Assets
Report Authors	Chief Executive and Chief Officer (Governance)
Type of Report	Operational

EXECUTIVE SUMMARY

Following on from the Notice of Motion to Council in September 2018, about responses to member queries, a full review of complaints and case handling was undertaken.

An interim report was made to this committee in January 2019, at which the holding of a workshop was supported.

The review resulted in the development of an Action Plan, a revision of the Member Communications and Accessibility guide, the designation of two officers to assist Members with complex or sensitive cases and an All Member Workshop which was held on 20th March. The workshop resulted in a number of actions which are detailed in the body of the report.

	RECOMMENDATIONS
	That the committee considers and supports the actions identified at the All Member workshop.

REPORT DETAILS

1.00	EXPLAINING THE APPROACH TO MEMBER CASEWORK AND COMPLAINT MANAGEMENT
1.01	There was a Notice of Motion to Council in September 2018, about responses to member queries. As a result, the Chief Executive personally led an initiative to fully review how the Council handles Member complaints and concerns about case handling.
1.02	At the meeting on 17 th January, an interim report by the Chief Executive and Chief Officer (Governance) <i>Member Communications: Reports, Cases and Complaints</i> was considered. The Action Plan was supported, as was the holding of an All Member Workshop. That workshop was held on 20 th March and attended by twenty Members, the Chief Executive and other chief and senior officers.
1.03	The review has resulted in: <ul style="list-style-type: none">• the development of an Action Plan,• a revision of the Member Communications and Accessibility guide• the designation of two officers (Rebecca Jones and Joanne Pierce) to assist Members with complex or sensitive cases and• an All Member Workshop which was held on 20th March
1.04	The outcomes from the workshop are as follows: <ul style="list-style-type: none">• a move to open up the developing Customer Relationship Management System (CRM) to Members;• the submitting of a twice yearly complaints handling report to this committee;• an invitation to Members to contribute to that report – a survey to be undertaken;• an updating and circulation of various ‘Member access’ lists such as the Who’s Who, the Streetscene & Transportation contacts lists and other portfolio specific contacts lists.
1.05	Members will shortly be contacted with the survey, enabling them to contribute to the complaints report, the first of which will be submitted in the summer.

2.00	RESOURCE IMPLICATIONS
2.01	The action plan aims to improve performance standards across the organisation and therefore the most efficient use of resources.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The action plan has been developed by the Chief Executive and Senior Officers. Action owners have been consulted to provide confidence in outcomes and to provide an update on their actions as necessary. Group Leaders have been consulted. The mover of the original Notice of Motion was consulted.

4.00	RISK MANAGEMENT
4.01	There are inherent risks to reputation and standing by not ensuring that Member complaints and concerns are not handled expeditiously.

5.00	APPENDICES
5.01	<ol style="list-style-type: none"> 1. Presentation slides used at the workshop 2. County Councillor Guide to Communications and Accessibility 3. Streetscene supervisors contact sheets.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Report to Corporate Resources Overview & Scrutiny Committee, 17th January 2019. Chief Executive and Chief Officer (Governance) <i>Member Communications: Reports, Cases and Complaints</i> and resultant minute.</p> <p>Contact Officers: Robert Robins, Democratic Services Manager Rebecca Jones, Customer Services Manager</p> <p>Telephone: 01352 702320 01352 702413</p> <p>E-mail: robert.robins@flintshire.gov.uk; Rebecca.jones@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	CRM - Customer Relationship Management is used to record enquiries including requests for information, reports (e.g. missed waste collection), applications to access a service (e.g. school admission) and complaints through various channels including email, telephone, face to face and letter. Enquiries recorded on CRM are monitored and the system is to be developed to provide real time oversight of performance through a manager performance 'dashboard'.