

Report To: Performance Scrutiny Committee

Date of Meeting: 26th February 2015

Lead Member / Officer: Lead Member for Customers and Communities
Head of Customers and Education Support

Report Author: Corporate Complaints Officer

Title: Councillor Enquiries

1. What is the report about?

This report contains information about requests for service made by individual Elected Members via the CRM system, specifically focussing on the action and response of the service involved.

2. What is the reason for making this report?

Members of the Committee reported that they had experienced unsatisfactory responses to their service requests. Specific examples were provided by members of the Committee to enable further analysis. Examination of this evidence may help the Committee identify any trends and suggest improvements.

3. What are the Recommendations?

That the Committee identify areas of concern and make recommendations to address these accordingly.

4. Report details

Several members of the Committee stated they had experienced unsatisfactory responses from services in response to requests for service. Three members of the Committee provided examples which included target dates exceeded and services failing to respond or update the Elected Member.

The analysis considered the three CRM accounts and examined all services requests dating back to 01.04.14. Initial analysis confirms a number of requests for service exceeded timescales and there is evidence of Elected Members having to contact services for updates (see appendix 1).

To improve the situation, the Corporate Complaints Officer will work initially with the Highways Team to understand why this is happening and improve the responses to Elected Members. In the future, the Digital Choice project will also go some way to address this issue. The new system will enable services to receive, update and complete requests while out in the field using mobile technology, making it easier and quicker for all.

5. How does the decision contribute to the Corporate Priorities?

The changes will support to the corporate priority of:
Modernising the council to deliver efficiencies and improve services for our customers.

6. What will it cost and how will it affect other services?

Not applicable.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

Not applicable.

8. What consultations have been carried out with Scrutiny and others?

Not applicable.

9. Chief Finance Officer Statement

Not applicable.

10. What risks are there and is there anything we can do to reduce them?

By not dealing with service requests effectively, the reputation of the Council may suffer.

11. Power to make the Decision

Articles 6.1 and 6.3.4(b) of the Council's Constitution outlines the Committee's powers with respect to complaints and service's performance.

Contact Officer:

Corporate Complaints Officer
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Specific performance issues identified by the Committee

Reporting period 01.04.14 – 29.01.15

Councillor	Number of queries logged	Responded to: On time	Late	Outstanding	Outstanding and late	Detail of action not on CRM
Bill Cowie	39	25	Highways x8 Housing x1 Planning x1	0	Highways x2	Highways x1
Meirick Davies	38	13	Highways x14 Housing x3 CML x2 Planning x2	Housing x1	CML x1 Highways x1 Planning x1	Highways x1
Dewi Owens	25	17	Planning x3 Highways x2 Housing x2	Highways x1	0	0