

COMPLAINTS FORUM
Monday, 18th April, 2011

Present:- Councillor Wyatt (in the Chair); Emma Hill, Rachel O'Neil, Stuart Purcell and Andy Williams.

Apologies for absence were received from Zoe Burke, Griffiths, Leese, Pearson and Andrea.

13. MINUTES OF MEETING HELD ON 21ST FEBRUARY, 2011

Agreed:- that the minutes of the meeting held on 21st February, 2011, be agreed as a true record.

14. INTEGRATION OF 2010 ROTHERHAM LTD.

Discussion ensued on the complaints procedures that would be in place once 2010 had come back into the Council. The following points were raised/clarified:-

- 2010 would use the same complaints procedure as the Council
- Currently 2010's procedure was slightly different from that of the Council in that they dealt with Stage 2's within 20 days. They tried to avoid going to Stage 3 by the lead Director looking at the complaint and asking why it had not been resolved at Stages 1 and 2
- 2010 already reported on a quarterly basis to its Board
- The good practice adopted by 2010 by their approach to Stage 2s could be written into the Council's procedures
- 2010's Contact Centre dealt with all their front line complaints. They had dealt with over 500 complaints last year and had proved to be an important part of the process
- Currently 2010 allowed contractors to investigate complaints against them at Stage 1 as part of the first stage. Council, when dealing with contractors, let them investigate any complaints through their own complaints procedures
- Complaints with regard to repairs were monitored on a weekly and monthly basis. This year there will have been 500+ at Stage 1; a lot of which were over the Christmas period from which lessons had been learnt

Agreed:- (1) That 2010 report to the next meeting on the number of complaints they had received from April, 2010 to April, 2011.

(2) That the year end report prepared for the 2010 Board be also submitted to the next meeting.

15. PERFORMANCE MANAGEMENT

Stuart Purcell reported that this would appear as a standing item on future agendas in order to share any deterioration in performance, the reasons why and proposed action.

Zoe Burke had asked that the meeting be made aware of the improvement that had been made within CYPS and were now running at 100%. The new Director of Safeguarding and Corporate Parenting had taken a key role in improving complaint performance and met with Zoe on a monthly basis. He was keen to monitor progress and ensure timescales were met.

Agreed:- That performance management be included on future agendas as a standing item.

16. WEB FORM ENQUIRIES

It had been previously agreed that Complaints Officers log web form enquiries on Siebel as an "enquiry".

In many cases a customer used method of contacting the Council to ask a question, make a request or simply comment that they could not find what they were looking for on the web. Jon Ashton, Online Services Manager, had used to send the enquiries to Directorate leads but it had now been agreed that they be inputted to Siebel. It would be up to the Complaints Officer to look at each 1 and establish if they were complaints, comments etc.

Agreed:- That further work take place on this with respect of costs and the benefits of updating Siebel so they can be logged as separate enquiry types.

17. COMPLAINT DATABASE REPORTING REQUIREMENTS

Discussion ensued on Siebel and the suitability of the business objects contained within. Stuart Purcell thought that there was still a lack of consistency around the functionality of reporting.

An exercise had been carried out some time ago on what business objects Directorates needed/required and a Change Request prepared. However, it had been stopped when it was realised that there was a facility to make the changes within it. At that time Directorates were not in favour of standardising their reports.

It was thought that the Complaints Officers needed to meet to discuss this but that it should be put on hold until after July.

18. IMPROVEMENTS TO COMPLAINT WEB PAGE

Stuart Purcell reported that, in consultation with Jon Ashton, a slight change had been made to the web page advising customers that if it was not a complaint or a suggestion there was a link to the Directory of Web Forms.

Rachel O'Neill suggested that the Website Usability Group be requested to test this.

19. RE-FRESH OF GUIDANCE FOR INVESTIGATING MANAGERS

Stuart Purcell reported that the Guidance for Investigating Managers was currently undergoing the process of refresh.

Agreed:- That the refreshed Guidance be submitted to this Group when ready.

20. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 20th June, 2011, at 1.30 p.m. in the Town Hall.