

COMPLAINTS FORUM
Wednesday, 24th November, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, Sarah Griffiths, Emma Hill, Rachel O'Neil, Andrea Pearson, Andrea Pettigrew and Stuart Purcell.

An apology for absence was received from Mark Leese.

1. MINUTES OF MEETING HELD ON 6TH OCTOBER, 2010

Agreed:- that the minutes of the meeting held on 6th October, 2010, be agreed as a true record.

2. 6 MONTHLY RESULTS FOR ROTHERHAM

Rachel O'Neil reported that she now had the results for Quarter 2 which would be compiled into a report for submission to SLT and Cabinet in January.

The headlines were:-

- 152 people complained about Council services (reduced)
- Number of complaint points had increased
- 154 people complained about 2010 Rotherham Ltd.'s services
- 2010 were make significant improvement in complaints closing on time – 78%
- 66% of the complaints were closed in time – significant decline in performance
- This was mainly due to CYPS performance
- Proposed that a performance clinic be held in CYPS to ascertain what could be done and what specific support could be given
- Vast improvement in NAS performance and response time

Zoe Burke reported that CYPS performance was due to the number of Stage 2 complaints that had significant number of complaint points which took longer to resolve. The staffing situation would improve due to a increase in the number of managers in post for whom training was being arranged.

Sarah Griffiths reported that the November reports would be analysed in light of the recent change from IHSP to external contractors. The contractors were to use 2010's complaints procedures and 2010 would have a strong and active client role attending weekly Senior Board meetings.

Stuart Purcell stated that NAS performance was due to the impact

of “Making Experience Count”. A customer was still dealt with in the same way but it gave officers a lot more freedom and resulted in an increase of comments logged rather than complaints.

Agreed:- That the draft Quarter 2 report be circulated to officers for comment prior to submission on 13th December SLT and 5th January Cabinet.

3. LESSONS LEARNT

Rachel O’Neil reported that the Quarter 1 data would be added to the complaints homepage on the website shortly. Quarter 2 would be added as soon as it was compiled.

Mark Leese was looking to update Siebel. There had been some problems in getting the data back from Directorates in time but Siebel would enable the information to be extracted and save officers’ time.

Concern was expressed that some of the information contained within Siebel would not be able to be published due to confidentiality issues. Rachel stated that Mark would be responsible for reviewing the information.

4. SIEBEL REPORTING

Rachel O’Neil reported that the cost to the Council of the Change Request for the set of reports required had been challenged. Subsequently it had been ascertained that there was a method using the “wild card” facility for pulling reports out. Training would be required from Mark Leese.

As a result the Change Request was on hold at present. Mark had committed to meeting with the Complaint Officers and the reports implemented before Christmas.

5. CUSTOMER SERVICE EXCELLENCE

Rachel O’Neil reported that the Council would be reassessed on its progress made for Customer Service Excellence. The Assessor would be arriving the following day to carry out an assessment of the written evidence. He would be looking for progress made against the partial compliances, assessment of development and a quick

check that still compliant on the previously agreed areas.

There would then be 4 days of visits, seeing a number of people across the Directorates. A report would then be received of his findings – expected around the end of January. He would give a verbal update at the end of the 4 days.

Complaints had been an area mentioned previously that needed to develop so arrangements had been made for him to meet Complaint Officers to inform him of the developments that had taken place.

6. POLICY AND PERFORMANCE REVIEW

The Chairman referred to the Policy and Performance Review currently being undertaken in which Complaints fell within.

It was noted that it was likely that the membership of this Group would change.

7. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on 26th January, 2011, at 10.30 a.m. in the Town Hall.