

CUSTOMER ACCESS GROUP
Monday, 21st February, 2011

Present:- Councillor Wyatt (in the Chair); Emma Hill, Mark Leese, Nicole Mighali, Rachel O'Neil, Robert Parker and Kevin Rimes.

Apologies for absence were received from Richard Garrad and Jasmine Speight.

76. MINUTES OF MEETING HELD ON 24TH NOVEMBER, 2010

Agreed:- That the minutes of the meeting held on 24th November, 2010, be agreed as a true record.

Arising from Minute No. 71 (Improvements to Payment Methods), Rachel O'Neil reported that a week's consultation was to start that week by the Commissioning Team in each of the Neighbourhood Offices to test customers' views and the impact of moving to pay point. The views would be fed into the implementation of pay point as it moved forward.

77. CUSTOMER SERVICE EXCELLENCE - ANNUAL COMPLIANCE REVIEW

Rachel O'Neil reported that the Authority had complied with the requirements of the Customer Service Excellence Standard with only 2 partial compliances. Rotherham was fully compliant around complaints and some of its performance information.

The 2 partial compliances were:-

- Customer Insight - target setting for customer satisfaction - this was particularly around CYPs where there were some gaps. It had been raised with the assessor that the priority was to remove the Improvement Notice
- Culture of the Organisation - having customer focus approach to recruitment, training and development of staff - the assessor recognised that the Authority had done quite a lot corporately but there were still areas where it needed embedding and making sure everyone had a PDR

Discussions had taken place with the assessor with regard to future assessments. A report would be submitted to Cabinet for consideration on this issue.

Agreed:- That the report be noted.

78. CUSTOMER ACCESS STRATEGY REFRESH

Rachel O'Neil circulated the draft Strategy for consideration.

Rachel requested that the document be shared in each Directorate with any comments passed to her.

Agreed:- That the draft Strategy be noted and shared with Directorates for comment.

79. RAWMARSH CUSTOMER SERVICE CENTRE

In accordance with Minute No. 72, Rachel O'Neil circulated a plan of the above building.

The NHS/GP Surgery would be on 1 side of the building with the Customer Service Centre on the Barbers Avenue side.

Work had started in January, 2011 with an end of the year completion date.

80. JOINING THE DOT'S SCHEME

Information was circulated on the "Making IT Personal - joining the DOTs" which was a scheme funded by the European Union Social Fund Investing in Jobs and Skills and was targeted at the digitally excluded.

It was suitable for someone who found themselves giving advice to friends or relatives around how to work a mobile telephone, camera or the internet and could become a Digital Outreach Teacher. It was a way to get recognised for supporting people.

A copy of the newsletter was presented. The delivery partners were trying to encourage more people to become Outreach Trainers.

Agreed:- That information be passed to Ceri Davis, Internal Communications Officer, for publication.

81. ANY OTHER BUSINESS

There was no other business to report.

82. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 18th April, 2011 at 2.30 p.m. in the Town Hall.