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**Effective Organisation Overview & Scrutiny  
Committee**

**22 November 2011**

Report of the Assistant Director, Governance & ICT

**Update on Implementation of Recommendations from Previously  
Completed Scrutiny Review of Customer Complaints Procedure**

**Summary**

1. This report provides Members with an update on the implementation of the recommendations arising from the previously completed scrutiny reviews which fall within the remit of this overview & scrutiny committee.

**Background**

2. CYC Apprenticeships & Other Work Based Learning Opportunities Review

In February 2010, the Committee considered a topic registration form submitted by Cllr Gunnell which proposed carrying out a review of the existing arrangements for traineeships at the Council. As a result, the Committee requested an officer report which focussed solely on the role of the Council as an employer, rather than its role as a provider of services to all young people across the city who are looking to receive work based training.

3. That report was presented at a meeting in March 2010, and the Committee agreed to carry out a review based on the following remit:

Aim

To identify improvements to the Council's provision of apprenticeships and other work based training

Objectives

- Exploring the current arrangements
- Identifying any external funding opportunities, particularly the targeting of specific vulnerable groups e.g. those with learning disabilities and NEETs
- Identifying a reporting structure to measure the effectiveness and outturn of apprenticeships and other work based training

4. As a result of their work on the review, the Committee agreed to endorse the adoption of the Draft Workforce Plan considered by the Executive on 6 July 2010, and to make the following additional recommendations:
  - i. That Directorates be encouraged corporately to increase the number of apprenticeships they offer
  - ii. That the proposed framework as detailed in Annex A of the final report, be adopted
  - iii. That recruitment and training be identified in order to improve and maintain a more balanced workforce age profile across each Directorate.
5. The recommendations were approved by the Executive on 20 July 2010, and the first update on their implementation is given at Annex A.
6. In order to be confident that the framework for gathering the relevant information had been embedded into the organisation, the committee also agreed they would like to receive regular monitoring reports on:
  - The new framework for gathering information on CYC employees, put in place as a result of the recommendations arising from their review and the new corporate Workforce Plan
  - the uptake, outturn and success of CYC apprenticeships and work-based training - Members have requested bi-annual reports until such time as the remit of the committee is revised
7. The Committee is due to receive a monitoring report at the next committee meeting in January 2012.
8. Customer Complaints Review

In September 2010, members received a presentation on Customer Services from Assistant Director Customers & People which provided an overview of the current services, performance and developments. The committee recognised that whilst there was a corporate policy in existence, each individual CYC Directorate had its own methods for recording and responding to complaints. Also, that an unknown proportion of complaints were being dealt with as enquiries and therefore were falling outside of any formal process.
9. The Committee agreed to form a Task Group to carry out a scrutiny review of customer feedback/complaints and resulting actions, based on the following aim and objectives:.

### Aim

To inform the design and priorities within the new complaints function in order to ensure its future effectiveness, identifying any revisions required to the Feedback Policy.

### Objectives

- Reduce the number of common or repeat complaints.
- Reduce the number of complaints to the Ombudsman.
- Contribute to possible further efficiency savings

10. The final report was presented to the Executive on 29 March 2011 and they approved the following recommendations:

- i. To assist the public, policy to include a definition of a service request and a stage 1 complaint
- ii. Service requests to be recorded, tracked and monitored by Directorates to allow for early identification of required service improvements, without being fed into the customer complaints data analysis and reports (see paragraph 11)
- iii. Wording of policy to be revised as follows:
  - At Stage 1 to read 'At this stage the line manager of the service will deal with a complaint and the complainant should be advised of the outcome within 10 working days or advised of any delay and when they can expect a full response, and what they can do if they remain dissatisfied at the end of Stage 1'.
  - At stage 2 to reflect that a complainant does not have to set out their complaint again at Stage 2
- iv. Removal of wording at Stage 3 – '*or a member of staff independent of the service acting on the Director's behalf*'
- v. CYC to investigate and provide relevant training for the different stages of complaint handling/investigation for key officer within the corporate complaints team and Councillors

11. The first update on the implementation of those recommendations, as approved by the Executive on 29 March 2011, is provided at Annex B.

### **Consultation**

12. The Assistant Director of Customer & Business Support Services has provided the update information contained within both annexes, and will be present at this meeting to answer any questions arising.

## Options

13. Members may decide to sign off any individual recommendations where implementation has been completed, and can:
  - a. request further updates and the attendance of the relevant officers at a future meeting to clarify any outstanding recommendations relating to the above reviews or;
  - b. agree to receive no further updates on those reviews

## Corporate Strategy

14. The process of monitoring and ensuring the implementation of the approved recommendations arising from both these reviews, will contribute to making this Council an 'Effective Organisation' with high standards in all it does, living up to its values and being a great place to work.

## Implications

15. There are no known Financial, Human Resources, Equalities, Legal, ITT or other implications associated with the recommendation made in this report.

## Risk Management

16. In compliance with the Council's risk management strategy, there are no known risks associated with this report.

## Recommendations

17. Members are asked to note the contents of this report and sign off all recommendations that have been fully implemented.

Reason: To raise awareness of those recommendations which are still to be fully implemented.

## Contact Details

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Report Approved



Date

15 November 2011

Wards Affected:

All



For further information please contact the author of the report

**Background Papers:** None

**Annexes:**

**Annex A** – Update on CYC Apprenticeships & Other Work Based Learning Opportunities Review

**Annex B** – Update on Customer Services Review