

Customer Services and Future Complaints Policy Informal Task Group

6th August 2019

Report of Overview and Scrutiny

PURPOSE OF REPORT			
To request Cabinet to consider the recommendations of the Overview and Scrutiny Committee regarding the Customer Services and Future Complaints Policy Informal Task Group.			
Key Decision	<input type="checkbox"/>	Non-Key Decision	<input type="checkbox"/>
		Referral from Overview & Scrutiny	<input checked="" type="checkbox"/>
Date of notice of forthcoming key decision.			N/A.
This report is public.			

RECOMMENDATIONS OF OVERVIEW & SCRUTINY COMMITTEE

- 1) That Cabinet accepts recommendations 1 to 7 as set out in the attached Informal Task Group report.

OFFICER RECOMMENDATIONS

- 2) That the Director for Communities and the Environment refers the recommendations to the Head of Community Involvement and Leisure for implementation.
- 3) If recommendation 2 is accepted, that Cabinet directs the Director for Environment to produce a draft Customer Service Strategy for consideration by Cabinet for referral to Council.

1. Introduction

- 1.1 The Overview and Scrutiny Committee considered the Final Report of the Customer Services and Future Complaints Policy Informal Task Group at its meeting in April 2019.
- 1.2 The Committee agreed the Final Report and the recommendations within and referred the report to the Council's Monitoring Officer for determination in accordance with Part 4, Section 5, paragraph 12 of the City Council's Constitution.

2. Terms of Reference

- 2.1 The following Terms of Reference for the Task Group were agreed by the Overview and Scrutiny Committee:

- i. To identify the reasons why the Council should prioritise the development of a formal Customer Services Strategy.
- ii. To identify the key themes and actions that should be addressed in a Customer Services Strategy – based on examples of best/good practice and evidence from stakeholders.
- iii. To review the current Complaints Policy to include consideration of best/good practice and evidence gathering and the ways this could be improved upon.
To make recommendations to Overview and Scrutiny.

3. Proposals

- 3.1 The Task Group was set up as an opportunity to embed excellent customer services across the Council.
- 3.2 It was hoped that the Task Group would review the Customer Services Strategy and Complaints Policy by considering best practice and stakeholder evidence and make recommendations for a framework from which officers could work up a detailed strategy to present to Overview and Scrutiny Committee.
- 3.3 A full copy of the Task Group's report is appended. Cabinet is requested to consider the recommendations of the report.

4. Options and Options Analysis (including risk assessment)

1. To accept the recommendations of Overview and Scrutiny.
2. Not to accept the recommendations of Overview and Scrutiny.
3. To make alternative proposals to those recommended by Overview and Scrutiny.

5. Overview and Scrutiny Committee's Preferred Option

- 5.1 That the recommendations, as set out in the Task Group report, be accepted.

6. Conclusion

- 6.1 Members are asked to consider the recommendations of the Overview and Scrutiny Committee as set out in the Task Group report.

RELATIONSHIP TO POLICY FRAMEWORK

The recommendations, as set out in this report, assist the City Council in meeting all of its priorities within the Council Plan.

If a new Customer Service Strategy is created then this will be a key policy for consideration by Full Council.

CONCLUSION OF IMPACT ASSESSMENT

(including Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)

There are no direct implications as a result of this report.

LEGAL IMPLICATIONS

There are no legal implications arising from this report.

FINANCIAL IMPLICATIONS

There are no direct financial implications as a result of this report.

OTHER RESOURCE IMPLICATIONS

None arising from this report.

SECTION 151 OFFICER'S COMMENTS

The Section 151 Officer has been consulted and has no further comments.

MONITORING OFFICER'S COMMENTS

If recommendation 2 of O&S Committee's report is to be accepted, then Cabinet will want to task the Director of Environment to produce a customer service strategy. The draft strategy should then be referred back to Cabinet for approval and referred (if approved) to full council for consideration (pursuant to Part2, section, para 2.3 of the constitution [p18]).

BACKGROUND PAPERS

Customer Services and Future Complaints
Policy Informal Task Group report.

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