

## Tracking and Monitoring of Actions and Recommendations of Scrutiny Boards

Scrutiny Board Date	Agenda Item Title	Action/Recommendation	Responsible Director /Body	Activity Log
<b>Budget and Corporate Scrutiny Management Board</b>				
1 March 2023	Quarter 3 Budget Monitoring	Submit a report to Cabinet recommending:	Surjit Tour	Approved at Cabinet on 12 July 2023
		1.1 that Directors review and update any pages they hold on the Council's website, in particular, the webpage where the Council have facilities/offices to rent.	All Directors	
		1.2 the introduction of additional financial controls on general spend, in particular, matters relating to recruitment and day to day spend where necessary.	Simone Hines Cllr Piper	
		1.3 to explore the feasibility of providing in house care for young people in care, SEND placements and	Simone Hines, Michael Jarrett, Rashpal Bishop Cabinet Members	

		adult social care placements.		
29 March 2023	Improvement Plan	1) A summary and chronology of events explaining where the Council is currently with regards to the proposed development on Lion Farm, and how it reached the Expert Determination process, be circulated to the Board.	Tony McGovern	A written response in relation to the Expert Determination Process will be circulated once the ED process has been fully concluded.

		2) That a further report in relation to recruitment of the Children to Adults Transition Project Officer role be submitted to a future meeting of the Board.	Michael Jarrett/Rashpal Bishop	<p><i>Previous update</i> Initial meeting went ahead in December. PID reviewed and amendments being captured. Agreement reached to engage with key external stakeholders. The Trust's sign-off process incorporated into the Project Governance Structure. The project manager appointment was delayed and the post re-advertised. Closing date 6 Jan.</p> <p><b>Current position</b> The re-advertisement of the project manager post was unsuccessful, the post is due to be advertised again shortly. To ensure no further delays, resource from within the business has been identified to progress actions identified in the PID.</p> <p>Regular monthly meetings have been diarised with key stakeholders, PID and TOR have been revised and signed off. Remit of the first stage business mapping has been agreed, draft scope and comm's will be presented at the April meeting with the aim to undertake first stage business mapping in May.</p>
29 June 2023	Customer Journey Review	(1) that the Director of Regeneration and Growth/Assistant Chief Executive, in consultation with the Cabinet Member for Finance and		Commitments remain in draft form whilst engagement is ongoing as these may be updated further following feedback from residents. Delays in engagement as outlined in AP Point 3. Further work ongoing

		<p>Resources and Cabinet Member for Adult Social Care, be authorised to agree a customer care standards/charter, and staff responsibilities in relation to those standards to ensure;</p> <ul style="list-style-type: none"> <li>a) that “back-office” staff take ownership and accountability of customer requests received via Contact Centre Agents;</li> <li>b) a standard approach is taken to making officer contact numbers available on Outlook and to customers to prevent additional calls being made to the Contact Centre;</li> <li>c) a standard approach to the complaints process and deadlines for responding to complaints are clear and accessible across all Council services;</li> <li>d) that key contacts are identified within each service area to aid Customer Service Agents in their enquiries;</li> </ul>		<ul style="list-style-type: none"> <li>a) Key Service area links are in place for all calls taken by the contact centre. Ongoing development continues and proposed training will feature heavily on this areas.</li> <li>b) Email issued to all ADs and Directors instructing a reminder be sent to all Officers..</li> <li>c) Complaints process is in place and detailed on the Council Website. Ongoing monitoring of the Complaints SLA target is in place. Complaints Training is currently being rolled out and will include a reminder of all processes and timescales</li> <li>d) Named Officers in each Service Area are identified and meetings are taking place on a regular basis.</li> <li>e) Work is ongoing within the Technology Workstream of the CJ Board to provide automated updates where possible</li> </ul>
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		<p>e) that residents are regularly updated and informed about the current process of their request/query.</p>		
		<p>(2) that the Director of Regeneration and Growth/Assistant Chief Executive be authorised to commission/develop a customer training package that incorporates the following topics:-</p> <p>a) The completeness of response letters  b) Methods to manage customer expectations and awareness around the Council's remit and responsibilities.</p>		<p>Research undertaken and discussions held. Awaiting feedback on potential costs prior to discussions taking place with procurement. Specification to be drafted. Response letters are also covered in Complaints training as per 1.1c. Identified individuals in each Directorate to input into specification and agree requirements.</p>
		<p>(3) that the Director of Regeneration and Growth/Assistant Chief Executive ensure that all members of staff undertake training around customer care standards as identified in (2) and that</p>		<p>As per 1.2 above. Training being considered will also look at including a coaching programme for supervisors/management staff. Discussions will be undertaken with HR re inclusion in Appraisal process</p>

		staff performance against these standards be incorporated within the appraisal process;		
		(4) that mandatory corporate customer service training be included as part of the induction process for all staff;		As above. As part of the proposed training an online offer will also be procured which all staff will be expected to complete, and which will be included in inductions.
		(5) that the Director of Regeneration and Growth/Assistant Chief Executive, in consultation with the Director of Finance, investigate options for procuring a single joint Customer Relations System across the Council;		SOCITM currently engaged to undertake independent options appraisal on existing and potential CRM systems, reporting back to CJ Board. There are linked dependencies within this action which will impact timescales.
		(6) that the Director for Director of Regeneration and Growth/Assistant Chief Executive considers the introduction of automated feedback surveys and that regular feedback on Council		Automated feedback surveys are already in use across various service areas. Procurement of the new Telephony system will allow greater opportunities for this. CJ Board have also identified gaps and have provided approval and funding for new technology, eg tablets within the OSS

		enquires/complaints are analysed and shared with Directorates;		
		(7) That the Director for Director of Regeneration and Growth/Assistant Chief Executive introduces corporate guidelines in relation to the use of Council contact numbers to ensure that all officers are contactable and that contact details are updated regularly;		Initial reminder to all staff as per 1.1b.
		(8) that the Director of Regeneration and Growth/Assistant Chief Executive considers the feasibility of amalgamating the current three contact centres (Corporate Contact Centre, Revenues and Benefits Contact Centre and Adult Social Care Care) into a single contact centre number with staff specialising in various areas;		Initial Options appraisal undertaken and report presented to CJ Board and Leadership Team. Agreement to pause the work to allow for the detailed process mapping to take place to better inform the decision. Work is ongoing to look at the single number and will be further considered with the implementation of the new telephony system.

		<p>(9) that the Director of Regeneration and Growth/Assistant Chief Executive, as part of the refresh of the Council's website, ensures the Council continues to promote the use of Sandwell Digital First and the Council's website as the first point for accessing information and raising an issue/request;</p>		<p>Work ongoing within the Digital Workstream of the CJ Board to ensure promotion of all digital channels. OSS and Community Hubs are supporting people to set up My Sandwell accounts if desired. Financial year 22/23 and current stats for this year show that digital is now the main contact channel. This will continue to be monitored.</p>
		<p>(10) that as part of the customer journey review being undertaken, the Director of Regeneration and Growth/Assistant Chief Executive reviews current timescales for responding to enquiries and consider a reduction, wherever possible, including member enquiries being reduced from 10 working days to 3-5 days.</p>		<p>This recommendation was NOT approved by Cabinet on 12 July 2023. A lack of resources meant that the request could not be feasibly met. However, officers would review the request at a later date:</p> <p>An existing wider piece of work is on-going with Members around the Councillor Portal. This work will look at the response time and any agreed standards, and ensure that this is considered as part of the wider remit of that work.</p>
27 July 2023	Sickness Absence	Make a recommendation to Cabinet:		Recommendation to be received by Cabinet in October 2023.



	Outturn 2022-23	That the Head of Human Resources, in consultation with the Deputy Leader and Cabinet Member for Finance and resources, provide a further report to the Budget and Corporate Scrutiny Management Board considering the feasibility of introducing bonuses and/or incentives to improve staff attendance.		
		That a briefing note, in relation to the impact of long-COVID on the Council's workforce, be circulated to the Board.	Victoria Lee	Briefing note requested. Note will be circulated once ready.
	Customer Journey Progress update	That, in relation to customer service training, extra attention be given to the intricacies of cultural differences, especially regarding body language.		This will be included with any Customer Service training moving forward – officers will ensure that it is included in the Spec. At the moment, officers are exploring what training options are out there. A procurement exercise will then be required to appoint an organisation to deliver the training.
	Centre for Governance and Scrutiny – The use of call-in: guidance for English Authorities	That the Governance and Constitution Review Committee be recommended to consider and recommend to Council the expansion of the use of call-in to all executive decisions.		Governance and Constitution Committee meeting arranged to consider the request on 21 September 2023.

