

Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 15 March 2018

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
11/01/18	Health and Community Safety	Safe City Partnership Annual Review	1) That Councillors are provided with a briefing on the work of Operation Fortress (Heavy).	Circulated 16/02/18	Completed
			2) That the Committee are provided with the following information from 2010 to 2017: <ul style="list-style-type: none"> • The number of police officers in Southampton • The police recorded crime rate in Southampton per 1,000 population. 	Hampshire Constabulary are in the process of collating the number of police officers in Southampton. It will be circulated to the Committee when available. Total crime rate per 1000 population in Southampton: 2010/11 – 117 2011/12 – 112.1 2012/13 – 91.5 2013/14 – 89 2014/15 – 95.1 2015/16 – 109.2 2016/17 – 121.5	
15/02/18	Leader's	Council Strategy Performance – Q3	1) That, to help gauge customer satisfaction with the Council, consideration be given to the inclusion of the following performance indicators in the 2018/19 key success measures: <ol style="list-style-type: none"> a) First point resolution - The percentage of disputes resolved at the first attempt b) Expressions of dissatisfaction with the Council ('Grumbles' not formal complaints) 	From 1 April 2018 a new mechanism for capturing customer feedback will be introduced. From this date, anyone calling the contact centre or visiting Gateway will be given the option to complete a satisfaction survey, and as part of this they will be asked if it the first time they have contacted the council about their current issue. Using this data, we will be able to report on the % of customers reporting they have not had their issue resolved first time, and we will add this measure to the Council Strategy performance reports for 2018/19. We will not be able to automate this process until	

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				<p>the CRM solution has been implemented.</p> <p>In terms of customer ‘grumbles’, work has commenced to review how services capture and utilise customer feedback. At the moment, many services do request feedback, but this is done in different ways and different questions are asked. The intention is to agree a standard, consistent set of customer feedback questions and roll these out across key customer facing services. This will enable expressions of dissatisfaction (and satisfaction) to be captured appropriately and reported on. Once this approach is agreed and implemented (anticipated by summer 2018), we will seek to include it in the key success measures.</p>	
			2) That the affordable housing target is reviewed to reflect the current environment.	Update to be provided at the Committee meeting.	
			3) That the Council investigates whether the approach to Direct Payments, and the drive to meet the associated target, is putting pressure on Council employees and adversely influencing behaviours and advice.	Update to be provided at the Committee meeting.	
15/02/18	Combatting Loneliness Update	Health and Community Safety	1) That, reflecting the progress made in Southampton, the Cabinet Member contacts the new Minister for Loneliness at the earliest opportunity to seek to encourage co-operation and influence potential funding decisions.	An introductory letter is being drafted by the Cabinet Member to the Minister for Loneliness.	
			2) That the Cabinet Member is encouraged to progress the ‘City Makers’ proposal in time for the 2020 Mayflower celebrations.	Update to be provided at the Committee meeting.	