

Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 15 December 2016

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
10/11/16	Transformation Projects	Transformation Programme Update	1) That, in light of the issues raised by residents relating to contacting the Council by telephone, the training provided and messages given to employees is reviewed.	The training programme has been reviewed to ensure full completion and roll out across the customer service function. The training has been extended and a full re-brief occurred on 16 th November, with a core focus upon customer treatment and included an overview of the case study explained in the OSMC session November. The quality scorecard has also been reviewed and amended to ensure customer vulnerability is clearly defined for our agents and the approach needed. Cabinet Member for Transformation has met with the Team Managers for a briefing on Customer Service expectations on 6th December 2016	
			2) That the Council's website is updated to ensure that there is a consistent approach to publishing contact telephone numbers for service areas.	All numbers have been added back onto the website including Action Line.	
			3) That officers from the Transformation Team directly engage with the Pensioners Forum about the Council's digital journey.	A meeting date is being set up for the New Year.	
			4) That the Cabinet Member encourages Councillors to provide feedback to the Cabinet Member or Transformation Director about examples of poor customer service experienced by residents through changes designed to encourage channel shift, and to raise these points with employees when attending organised visits to the Customer	Feedback has been forthcoming and actioned on a case by case basis.	

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			Service Centre.		
			5) That the Cabinet Member provides political oversight of the message that the Council is seeking to ensure an inclusive approach to communicating with the authority.	Cabinet Member for Transformation has attended a half-day session with our customer service operation on Tuesday 6 th December. This session included a team briefing around customer treatment, and the importance of fully inclusive service operation. Furthermore, Cabinet Member for Transformation will be consulted on future IVR rollout or major changes.	
10/11/16	Finance	General Fund Revenue Budget 2017/18 to 2020/21	1) That, to help inform decision making and the budget setting process, officers analyse the increase in the levels of income accrued by the Council per annum as a result of the growth of Southampton's economy.	A detailed response to this recommendation is being developed and will be circulated to the Committee prior to the meeting.	