

Member enquiries

Corporate Affairs and Audit Committee
19 December 2019

Content

- Current arrangements
- One Stop Shop – current usage and responsiveness
- One Stop Shop – current issues
- One Stop Shop – review
- Next steps.

Current arrangements

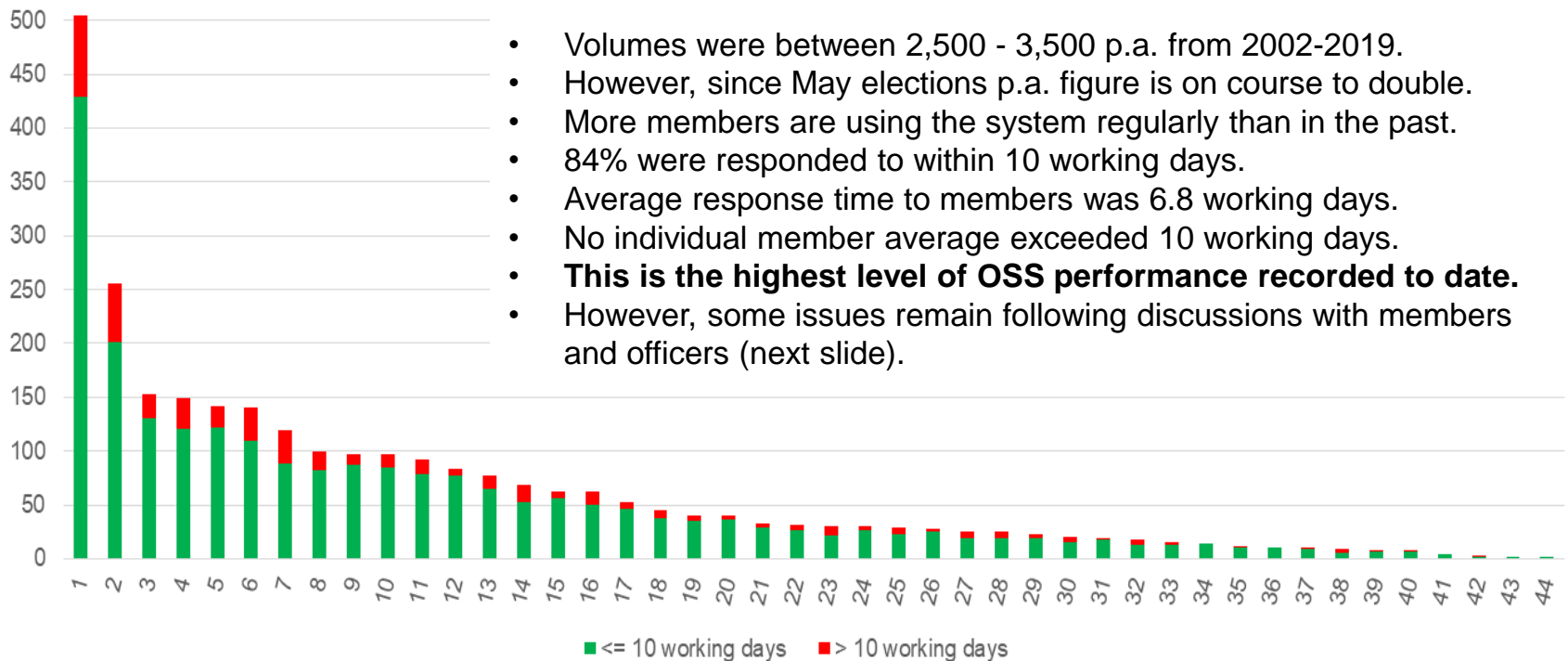
Currently, members submit enquiries either:

- 1) directly – using e-forms, or contacting call centres or senior managers; or
- 2) via One Stop Shop – self-serving in Objective, or emailing the OSS mailbox, with request being added and processed for them. Target for responses is **10 working days**.

Only 2) are centrally recorded, so it is never possible to provide a complete picture of a member's engagement with Council services.

OSS – current usage and responsiveness

Current Elected Members - usage and responses [May - October 2019]



OSS – current issues

| For members | For officers | Data protection |
|---|---|---|
| <ul style="list-style-type: none">• Some responses still not timely, particularly info requests.• Responses not always of the right quality.• System not user-friendly and does not promote good engagement with officers.• Difficult to track progress of requests. | <ul style="list-style-type: none">• Multiple back office systems used – creates an industry and promotes human error.• High volume areas often lack capacity to respond in timely manner.• Many officers are not clear on quality of response expected.• Honesty box approach – lack of management rigour in monitoring responses. | <ul style="list-style-type: none">• Some personal / sensitive / confidential matters (e.g. about vulnerable people or individual employees) sent to OSS mailbox that should be sent directly to the proper officer. |

OSS – review

In line with recommendations of internal audit, new arrangements for members to manage their casework and for the Council to respond to member enquiries are being developed in order to address these issues.

These were discussed by the Executive on 16 December 2019 and are set out on the next slide.

All changes will be rolled-out using the Council's new business change framework to ensure required improvements are fully achieved.

Proposed changes

- Implement set of core mailboxes / numbers of high volume areas – request goes straight to proper officer so more efficient and also more secure.
- Caseworker product provided to those members who would want complete solution for casework management.
- Business change programme for members, mailbox owners and network of responders – clarifying targets, expected quality of requests and responses etc.
- Ensure continuous monitoring by mailbox owners, escalation process, and LMT monthly review of issues.
- Implement ongoing work to pre-empt more information requests (public and elected member) through launch of new online Open Data portal.

Next steps

| Action | Timeline |
|---|---------------------|
| Commence business change programme. | On approval |
| Update Corporate Affairs and Audit Committee on changes. | 19 December 2019 |
| Email out to all elected members with proposed changes. | 20 December 2019 |
| Discussions via Group leaders. | 3 January 2020 |
| Launch new mailboxes and commence roll-out of Caseworker. | From 6 January 2020 |
| Commence quarterly review of effectiveness (LMT). | April 2020 |