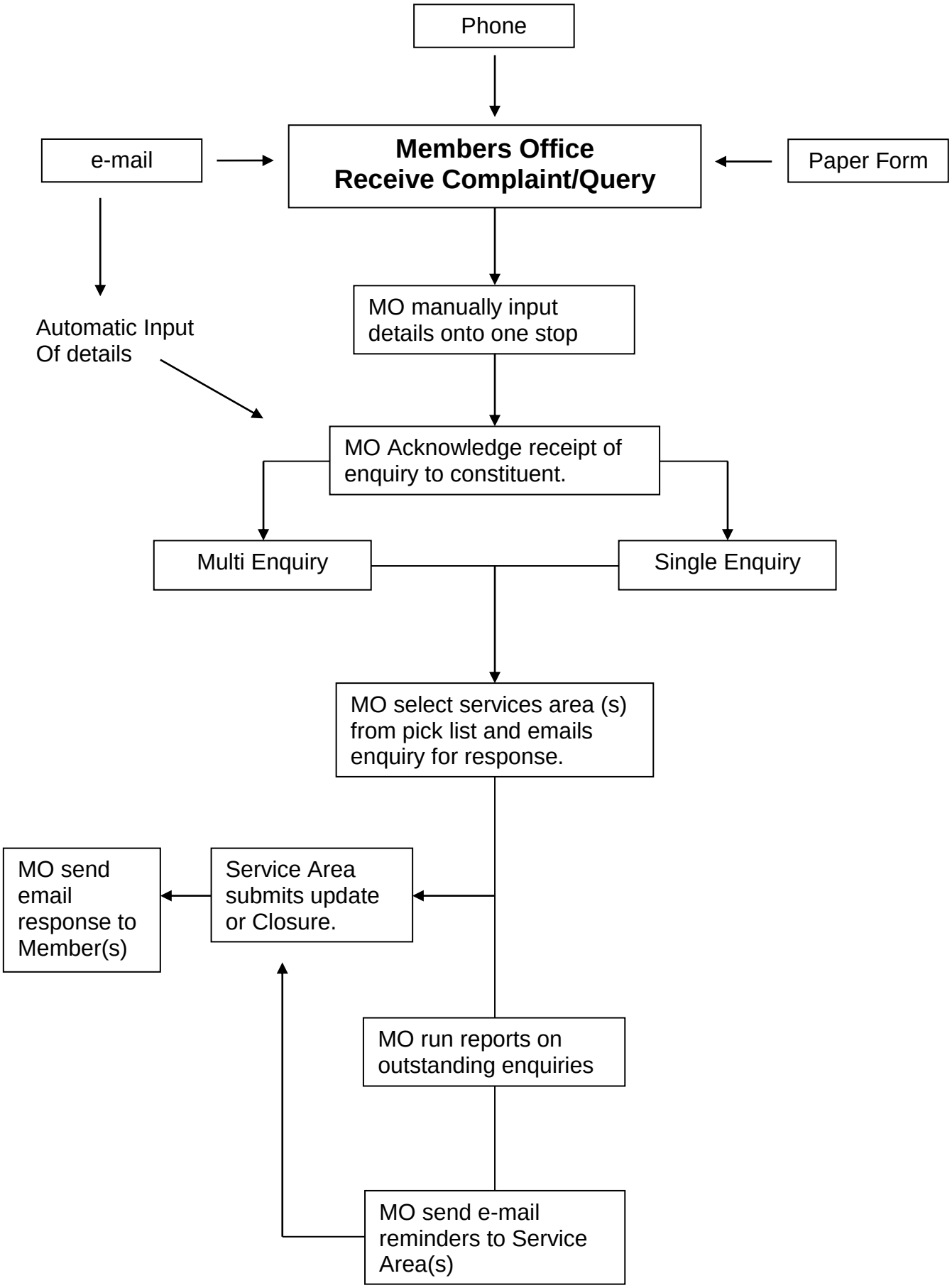
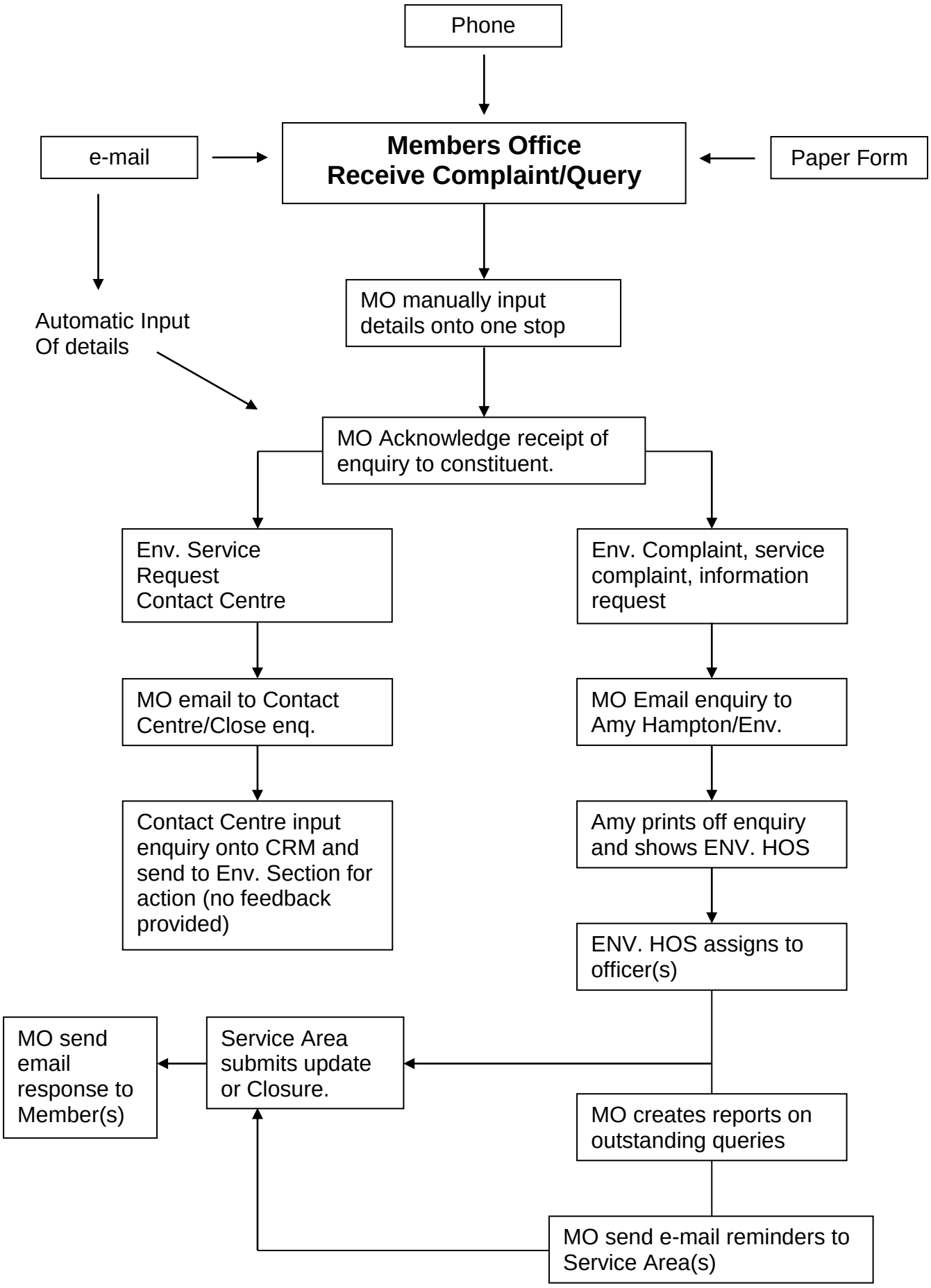
ONE STOP SHOP – PROCESS



ENVIRONMENT PROCESS



Composite of Member Feedback

Three very clear themes emerged that were common to all councillors using the One-Stop-Shop system. Those themes are documented below.

High Users - Key Themes

- **Speed of response**
  - Feedback issues around those problems fed into the Screetscene system. Some queries are resolved but never get the feedback to tell us so. Sometimes no action is taken and we don't know why. Issues that will take longer to sort out need a quick answer 'holding' response'.
  - Erimus send a standard letter but then we don't know what happens after that.
  - 48 hours would be an appropriate response time for an initial response.
  - No feedback from Environment.
  - If job cannot be done then you should be informed to allow other avenues to pursue to resolve issues.
  - Lack of feedback is the biggest problem. Once the councillor has logged the complaints then it should be dealt with and feedback should be given.

- **One-Stop-Shop Staff**
  - Staff are excellent and provide a good service.
  - Very professional.
  - Brilliant, 4 girls serving 36 councillors. Excellent job.
  - No complaints.
  - Staff invaluable.
  - Very helpful, they do a good job – always pleasant.

- **Technical Issues**
  - ICT improvement to ease the use for those with sight difficulties.
  - Linking the One-Stop-Shop in a more coherent way with the AIM system.
  - Addition of an extra 'Yes/No' field to state whether a response has been sent to resident.

Medium Users - Key Themes

- **Speed of response**
  - Usually OK.
  - Most are dealt with reasonably frequently. If councillor doesn't hear anything then it is assumed that the matter has been resolved to the satisfaction of the resident.
  - Environment does not respond at all. They may action a request or investigate it but are not passing that information back.
  - Speed of response is not always an issue (2 day response example given). The issue is a lack of concrete information within the response.
  - Lack of speed of response is an issue but it is not a One Stop Shop issue. Problems lie with other departments – Transport and design, and Environment as a whole.
  - To get a quick response you are forced to go directly to an officer.
  - Perceived lack of enthusiasm within departments to enforce the system.
  - Engineering and transport issues average 16 weeks for a response.
  - Residents need an acknowledgement letter. Residents need efficiency.

- **One-Stop-Shop Staff**
  - Staff are great.
  - Members' office staff always helpful.
  - Excellent, superb.
  - Wonderful.
  - Great. Couldn't get better. I would give them 10 out of 10.

- **Technical Issues**
  - Computer system is hard to use.
  - Sometimes the system can be flaky dialling in from home as it often throws you out.
  - An automated reply system would be useful that automatically fires back to the member a response.
  - Would be useful to have one address box instead of tabbing between several fields.
  - There should be an automatic link with AIM system especially in respect to Anti Social Behaviour.
  - There should be an automatic feed to Erimus.
  - Not easy to use and you have to enter a lot of N/A into fields in order to save some screens.

Low Users - Key Themes

- **Speed of response**

- Time delays in feedback can result in calls directly to officers for information thereby circumventing the process.
- Don't get responses back so don't know if you have a satisfied resident after an issue has been logged.
- Often forced to make multiple contacts to try and elicit a response.
- No response back to councillor at all if issue goes to Erimus as they only receive queries and send a letter to the resident acknowledging receipt BUT with no follow-up information.
- 7-10 day response time would be a more reasonable rate.
- Some departments respond, others don't. Would like a response through the internal post, or email, to councillor from a named officer within a week.
- If the system worked as it was supposed to then it would be fine. If a timely response was received then it would be fine.
- There are problems with responses particularly from Environment.
- Speed of response should be 5 working days – can't see any reason why full answer or at least details of actions to be taken cannot be provided within this timescale.
- There is an issue with the lack of response and no responsibility provided for the lack of responsibility.

- **On-Stop-Shop Staff**
  - Staff are:
    - Great and very helpful.
    - Wonderful.
    - Staff are absolutely great. They have always been very helpful.
    - Staff are excellent, very amenable and they are very keen to help.

- **Technical Issues**
  - System is cumbersome, difficult to access, slow and not adequate.
  - Screens need some work to make data entry a little easier. For example, difficulty sometimes adding a comment.
  - There is no feedback mechanism from Call Centre system to One-Stop-Shop system.
  - A new system is needed.
  - Should talk more effectively with the AIM system. Analysis done within the One-Stop-Shop System and then communicated to Aim.
  - Main problem is with using Lotus Notes – not compatible with home PC systems.
  - IT support for system is poor.
  - Recent form improvement is a credit –full marks.

ACTION PLAN

Action Required	Lead Officer	Supporting officer(s)	Timescale
Instigate technical solution to close the feedback loop from CRM to the one stop shop. Solution must include: Ensure that requests entered onto CRM are flagged as One-Stop-Shop requests Ensure that above requests are closed on CRM Ensure that the closure comments are meaningful and can be understood by their audience Ensure that where CRM queries are sent to another system e.g. Flare, feedback is given either via CRM or direct to the One-Stop-Shop.	Chris Davies Chris Davies Chris Davies Chris Davies Chris Davies	Eric Boxall Dave Warwick HBS HBS Sylvia Reynolds Eric Boxall Dave Warwick	September 2005 September 2005 September 2005 September 2005 (and ongoing) December 2005
Ensure that closure comments are easily understood by the target audience	Chris Davies	Sylvia Reynolds	December 2005
Review the process within Environment to ascertain if the current process can be improved in particular to ascertain if complaints can be sent directly to either Heads of Service or to the responding officer.	John Richardson	Eric Boxall	September 2005
Examination of the One-Stop-Shop database to see if it can meet the reporting and management information requirements of the Environment service area.	Sylvia Reynolds	Eric Boxall	September 2005
Executive Director to ensure that all managers are aware of the importance of responding to One-Stop-Shop queries and to ensure that Executive Director and Heads of Service monitor and manage this.	John Richardson	Heads of Service	July 2005
Development of guidelines for staff on priority to be attached to one-stop-shop queries and timeliness of responses e.g. within x days etc.	John Richardson	Eric Boxall	July 2005
Protocols agreed between Environment and the One-Stop-Shop to cover definitional issues e.g. when should a case be reopened, when should it be designated a new case, definition of a service request	Sylvia Reynolds	Eric Boxall	October 2005

Action Required	Lead Officer	Supporting officer(s)	Timescale
Investigate methods of improving links with Erimus to ensure adequate processes are in place to ensure feedback to councillors.	Chris Davies	Erimus	July 2005
The ability to move the One-Stop-Shop to a siebel platform should be considered during the early stages of the Corporate Complaints system design.	Chris Davies	Dave Warwick	July 2005