

## Actions from 14<sup>th</sup> January 2019 Communities Scrutiny

Following the 14 January 2019 Communities Scrutiny, Citizen Services was asked to provide a response to the actions raised in the meeting. The response against each action can be seen below:

### 1. Action: Officer to provide data on customer satisfaction

The results for the year 2017/18 are attached separately.

### 2. Action: Officer to provide available data on repeat calls

Citizen Services is able to measure repeat calls following the introduction of the new telephony system in June 2018. The classification of repeat calls varies from organisation to organisation, for the purpose of this exercise, a repeat call is a call made to the contact centre from the same number within 24 hours. The figure will also include those calls that may not be a repeat if the citizen is calling with a completely different query within 24 hours. Unfortunately it isn't possible to isolate these calls out.

The breakdown of repeat calls per service for February is as below:

| Service                                                                                                                                              | Estimated % of repeat calls |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| <b>Care Direct</b>                                                                                                                                   | 14.5 %                      |
| <b>Housing</b><br>Repairs, Rents, Home Choice Bristol, Estates, Caretaking                                                                           | 18.8%                       |
| <b>Protection</b><br>ASB, Noise Pollution, Registrations, Pest Control, Translation & Interpreting, Food Safety, Pollution control                   | 14.1%                       |
| <b>Revenues and Benefits</b><br>Council Tax, Business rates, Housing Benefits                                                                        | 14.5%                       |
| <b>Streets</b><br>Blue badges, Residents Parking, Travel Cards, Parks, Planning, Building Regulations, Highways, Lighting, Traffic management, Waste | 13.3%                       |
| <b>Overall</b>                                                                                                                                       | 15.8%                       |

### 3. Action: Officer to provide information on the Engagement Team within Citizen Services

The Performance and Citizen Engagement (PACE) team sits within Citizen Services. The role of the team is to support the day to day running of the Contact Centre (CSC) and the Citizen Service Point (CSP) by supporting projects, compiling analytics and providing citizen insight.

The PACE team also has an outward citizen facing function, it has provided basic digital training for citizens prior to and immediately after the closure of the satellite CSPs as well as attending Citizen forums, tenant and service user group forums.

The team has spends time in the CSP on a 6 monthly basis to gather feedback from citizens about the service they received. The feedback is analysed and learnings are implemented by the service.

The team would welcome working with members to explore opportunities to improve the service delivered by Citizen Services for the citizens of Bristol.

The team can be contacted by email: [pace@bristol.gov.uk](mailto:pace@bristol.gov.uk)

#### **4. Action: What is being put in place for improvement of the Performance Indicator BCP327 % corporate FOI requests to within 20 working days?**

The Customer Relations Team (CRT) has implemented a range of measures to help improve the performance of FOI requests over the last year. These include:

- Centralising the CRT so that the team has an improved overview of performance across the council;
- FOI performance figures broken down by service are compiled and sent to all senior managers within the council; and,
- the Customer Relations Manager attends EDM on a quarterly basis to provide an overview of performance and highlight areas of poor performance.

Performance is also adversely affected by the system that is currently used to allocate FOI requests to respondents:

- the system set up means that often officers will respond to the response in time but the task is not closed on the system; and,
- where FOIs cover multiple service areas,, information needs to be gathered and compiled from each of those services before a response can be sent out: this is currently a manual process, and the system does not flag to the CRT if services have not responded in time to meet the deadline given.

However, during 2019-20, the current Customer Relations system will be replaced with a new system, iCasework, that is specifically designed to handle complaints, FOIs and subject access requests. Performance will therefore improve significantly once this new system has been implemented as it will allow the CRT to proactively monitor FOI responses, not only to check the response has been sent out in time, but also the quality of each response. The new system is also designed to allow the CRT to monitor all responses made, whilst not requiring those respondents to use the system to the same depth as the current system. This will especially assist those officers who do not regularly respond to FOI requests.

#### **5. Action: Is there progress on remote access / Skype idea; and what is the plan to ensure everyone is able to access services?**

The service is planning to pilot the remote access / video conferencing feature from July 2019 onwards.