



**Communities Scrutiny Commission Action Sheet 2019/2020**

<b>Agenda Item</b>	<b>Title of Report/ Description</b>	<b>Action and Deadline</b>	<b>Responsible Officer/ Member</b>	<b>Action taken and date completed</b>
<b>Action Sheet – 10<sup>th</sup> October 2019</b>				
11.	Performance report action BCP327 Item on 24 <sup>th</sup> July 2019	<i>Increase the percentage of Corporate FOI requests responded to within 20 days:</i> Members would like to know more information, including reasons for delays, and numbers refused and reasons.	Penny Fell and Rizwan Tariq	<i>Update provided by Rizwan Tariq</i> Customer Relations Team have recently implemented a new system which means during the implementation stage the Customer Relations Team was unable to support areas as much as they were previously. The main reason for delays was due to the service areas having difficulty navigating the previous system. Whilst the FOI request may have been sent on time, it will not register on the system unless service areas close this off properly. The new system is now live and performance should improve.
11	Performance report action DRE224 Item on 24 <sup>th</sup> July 2019	<i>Percentage of telephone calls answered within the CSC:</i> Members would like a further explanation to understand the figures.	Penny Fell and Rizwan Tariq	<i>Update provided by Rizwan Tariq</i> The contact centre is able to track the number of calls received, answered, abandoned, callbacks requested or made, calls per hour as well durations.

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				<p>The percentage of calls answered provides an indication of number of calls answered from the total received. This is an average figure as there will be times when the contact centre will answer more or less depending on the volume of calls received. The staffing is adjusted based on the expected call volumes.</p>
11	<p>Performance report action BCP560 Item on 24<sup>th</sup> July 2019</p>	<p><i>Increase the satisfaction of citizens with our services:</i> Member raised that that the target is too low and can this be reviewed</p>	Tim Borrett	<p><b>Complete</b>  <i>Update provided by Tim Borrett:</i>  This target is reviewed annually and cannot be amended in-year, having been signed off through the relevant governance processes. The Commission's views are noted and will be raised appropriately when target-setting is undertaken next year.</p> <p>The indicator has, in the very long term, been steady between 30% and 40%. It is sourced from the Quality Of Life survey, and it is a well-known product of survey methodology that anonymous surveys produce lower satisfaction rates than both phone surveys and in those conducted face to face, as some councils do. The target was set 2% above our actual result in 2018/19 so does represent a 'realistic' (the 'R' in SMART targets) ambition.</p>

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11	Item on 24 <sup>th</sup> July 2019	The Vice-Chair asked if the Communities Scrutiny Commission can have a report which details the areas under the remit of the Communities Scrutiny Commission only	Nick Carter	<b>Complete</b> Revised report has been produced