



Scrutiny Team Report 1

"Customer Care & Customer Services"

Management Response

Prepared by: Adrian Walshe

Title: Head of Neighbourhoods

Date: 22nd October 2013

1 Introduction:

The Scrutiny Team has been working together since their individual appointments in January 2013. Originally 8 residents were appointed but two have since dropped out – one due to long term illness and the other due to full time work commitments and the care of young children.

It was necessary to undertake a period of training as some of the team had not been involved with Selwood Housing before and this was their first experience of any involvement activity. Their training was undertaken by Debbie Hay, independent consultant, who had also been assisting the organisation with the involvement review. A range of generic topics pertinent to the scrutiny role were covered including performance management, communication, team building, undertaking a review and business critical functions within Selwood Housing.

The Scrutiny Team is supported by the resident involvement manager who is the lead staff member for scrutiny within Selwood. This was the first review undertaken by the team and had relatively short timescales in which to complete it. The Scrutiny Team agreed the subject with the independent consultant and the resident involvement manager. Future reviews will be discussed during quarterly scrutiny business meetings and a programme of reviews will be available in the new year. It is anticipated that there will be two major reviews per year undertaken by the Scrutiny Team.

The review was completed by the Scrutiny Team with the independent consultant and the resident involvement manager who formatted the report. The Scrutiny Team has signed this off as being a correct report.

2 Management response:

The leadership group has had the chance to comment on the final report and have fed back their comments to the resident involvement manager who in turn will be sharing this with the Scrutiny Team. Many of the comments refer to the process of the review. It is clear that there is some learning from the review process and the Scrutiny Team will be working with members of the involvement team to ensure that this learning is considered for the next review. It was anticipated that this particular piece of work would be light touch, however, the Scrutiny Team reported that the area of customer care and customer services was enormous and some areas were out of scope or were not considered in any great detail, for example the website.

The leadership team recognises that the scrutiny process must be truly independent however it is important that they are supported in their work by members of the involvement team (at least in the short term) to ensure that they receive all the information that they need or are assisted to consider a range of information that they might need to access. In addition, each Scrutiny Team member now has a portfolio lead for particular areas of the business so that they can become "leads" in this area and feedback information to the rest of the team.

3 Findings and recommendations:

The leadership team accepts the findings of the review and the recommendations made. In response, an action plan has been compiled and this will be discussed in more detail with both the Scrutiny Team and Customer Service Inspectors when they meet with the Head of customer services on 12th December. Also, the head of customer services will be leading on a new focus group "Customer care and service improvement" which will lead on ensuring that actions are followed up. This group will be starting in January 2014. The Scrutiny Team will be kept informed of progress.

4 Conclusion:

The leadership team would like to thank the Scrutiny Team for their work and will ensure that progress on the action plan is shared with the wider staff group. We will also put a summary of the review on the website in due course. The Scrutiny Team will work with the Working Together focus group to prepare a summary statement to share more widely with residents.