

Annual Complaints Report 2016 - 2017

Appendix E - Action Plan to Improve Complaints Performance

No.	Cabinet Report Action	Detailed Tasks	Action Owner	Target Date
Root Cause of Complaints				
1	Work with Service area and departmental management teams to review key service delay/failure hotspots and develop improvement plans	<ul style="list-style-type: none"> • Identify service delay/failure hotspots for each department • Review with DMTs and services areas • Agree improvement plan • Monitor progress 	Irene Bremang Head of Performance & Improvement	31/12/17
2	Develop a tailored training plan on communication and staff behaviours to be implemented for priority service areas across the Council.	<ul style="list-style-type: none"> • Identify priority service areas • Review specific staff behaviour and communication issues with service managers • Agree and implement tailored training plan 	Raj Seedher Complaints & Information Governance Manager	31/03/18
3	Support new Housing Management Service during the redesign of the repairs process in order to feed in the lessons learned from complaints.	<ul style="list-style-type: none"> • Continue to work closely with HMS senior management team and Transformation Programme team to embed learning from complaints into redesigned repairs processes 	Martin Beasley Principal Complaints Officer	31/12/17
Decision Making & Outcomes				
4	Review LGO referrals and identify any future opportunities for early resolution and to help minimise premature LGO referrals.	<ul style="list-style-type: none"> • Review LGO referrals and referrals received • Consider general and service-specific learning points with Complaints Service team and service managers • Implement new approaches agreed and monitor effectiveness 	Martin Stollery Principal Complaints Officer	31/12/17

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5	Review our internal approach to complaint decisions, corrective actions and compensation in light of LGO outcomes in 2016/17	<ul style="list-style-type: none"> Review first and second stage decisions in light of LGO outcomes Review and re-consider compensation levels at first and second stage with departments and Complaints Service team. Compare changes in our internal approach with any changes in LGO outcomes 	Raj Seedher Complaints & Information Governance Manager	31/03/18
Complaint Handling & Monitoring				
6	Continue to improve internal processes and working arrangements with service managers to increase the timeliness of Stage 2 responses.	<ul style="list-style-type: none"> Continue to provide early notification to senior departmental managers regarding delays in collating information or confirming approval for final reviews Review arrangements for commissioning independent investigators for statutory Stage 2 cases Continue to monitor timeliness on weekly basis 	Raj Seedher Complaints & Information Governance Manager	31/03/18
7	Work closely with the Housing Management Service management team to establish a new and effective complaints process and implement improved working arrangements to manage Stage 2 complaints	<ul style="list-style-type: none"> Continue to meet with the Operational Director and Head of Customer Service to review Stage 2 performance and troubleshoot any performance issues Regular monitoring reports sent to HMS senior managers on complaints performance 	Raj Seedher Complaints & Information Governance Manager	31/03/18
8	Implement a weekly Corrective Actions Tracker for all departments to monitor the timely completion of agreed remedial actions.	<ul style="list-style-type: none"> Weekly tracker report to be revised and guidance notes created Weekly tracker auto-forwarded to complaints owners Monthly monitoring report to be set to Complaints & IG Manager to monitor timely completion of remedial actions. 	Raj Chavda Senior Complaints Service Officer	30/11/17