Gloucester City Council

OVERVIEW AND SCRUTINY COMMITTEE

Monday 4th July 2022

ACTION POINTS ARISING FROM PREVIOUS OVERVIEW AND SCRUTINY COMMITTEE MEETINGS

1. **Meeting Date:** Monday 6th June 2022

   Agenda Item: 7. Action Points Arising from Previous Meetings

   Request:

   To clarify who provided the information relating to the Cordon Sanitaire and Netheridge Sewage Treatment Works, and to confirm whether this update was provided in writing.

   Update:

   This information was provided in writing by the Long-Term Asset Strategy Lead, Chief Engineer – Asset Strategy and Performance for Severn Trent.

2. **Meeting Date:** Monday 6th June 2022

   Agenda Item: 9. Performance Monitoring Report

   Request:

   In relation to the distribution of Council Tax rebates, for the Overview and Scrutiny Committee to receive an update on the latest position on residents who pay Council Tax annually, and whether they have been issued with their rebates.

   Update:

   Residents who pay their Council Tax annually would have had their instalment due on 1st June. Those residents who pay annually were paid their energy rebate on 9th June.

3. **Meeting Date:** Monday 6th June 2022

Agenda Item: 9. Performance Monitoring Report

Request:

In relation to CWB-1 (number of Environmental Health Service requests) and the statement in the narrative that 'the way we record service requests has changed and become more efficient', for the Overview and Scrutiny Committee to receive further information as to what these improvements were, and whether there are any plans to roll out the new approach to other service areas to improve efficiency.

Update:

Due to the cyber incident, officers in collaboration with Customer Services and Business Analysts developed a workaround using Microsoft Forms. This system allowed Customer Service officers to create a 'customer service request' and update the same with a follow up call or a call relating to the same issue from another resident, so the case became issue specific rather than complainant specific.

Previously using the Idox system Uniform, Customer Service officers due to the nature of the system were not able to access existing 'customer service requests' and therefore created a new 'Service Request Entry' every time a call was received even when it was about an issue we were already dealing with, increasing the count.

There are drawbacks to this however, as interrogating the records is very limited through the Microsoft Forms and it does not link with address modules (gazetteer) and other records such as commercial premises and development management property history. It would also not support Land Charges searches. Due to this we would need to move back to the Idox system, but we will ensure we can take the learning from our system workarounds to ensure that the case management system is improved to allow better access and reporting.

4. **Meeting Date:** Monday 6th June 2022

Agenda Item: 9. Performance Monitoring Report

Request:

In relation to CS-6 and CS-8, for the Overview and Scrutiny Committee to receive clarification as to whether customer satisfaction levels are measured in any way and if so, whether the Committee could be provided with some up-to-date figures.

Update:

In August 2020 we created an anonymous online customer feedback survey to obtain feedback on the services that customers received from the council. This survey was created to establish what we were doing well but also areas that we could improve on. The survey is not just for customer services but for the council as

a whole, especially during the pandemic. The survey looks at the service the customer contacted us about, whether they have changed the way they contact us due to the pandemic, would they be more likely to use online channels to make contact with us and also whether the customer is satisfied with the service. This survey is due to be revisited and once we have completed the cyber incident recovery work, we will be reviewing the questions to make these less about the pandemic and more about the service and any improvements we can make. The link to the online survey is provided on all responses sent via Here to Help and is also promoted on telephone calls, although this has reduced recently due to the fact the survey is less relevant currently. This is something that will be encouraged once the survey has been revisited and updated.

Each month a report is run to look at the feedback. The take up of providing feedback varies. In 2022 we have averaged 30 responses per month (Feb – May) and due to the cyber incident, we were unable to utilise the online form from 17 Dec 2021 – 02 Feb 2022.

The average satisfaction rate from Jun 21 – May 22 was 51% (please note that surveys were not available from 17 Dec 21 – 02 Feb 22). It should be noted that when requesting feedback on services, data can be skewed as the majority of people who complete these forms do so as they are not satisfied with the service.

Some of the suggestions that customers have put forward have helped to shape the ongoing transformation of services. We aim to be able to provide the option of reporting missed bins and booking bulky collections online once the cyber incident recovery work has been completed and these improvements are as a result of customer feedback.

5. **Meeting Date:** Monday 6th June 2022

   Agenda Item: 9. Performance Monitoring Report

   Request:

   In relation to CS-6 and CS-8, for the Overview and Scrutiny Committee to receive clarification as to whether the council collects and measures data relating to email response times and if so, whether some up-to-date figures could be provided to the Committee.

   Update:

   Emails to Here to Help come in via a Microsoft email inbox and unfortunately there is no facility for us to be able to run reports on the handle response times through this medium. Work is planned by the Transformation Team to expand the use of Granicus to incorporate emails to Here to Help and also establish more "contact us" forms to move away from the use of an email inbox. This work will allow a better report of data to be available.

   However, the Here to Help email inbox is currently monitored daily and the Customer Service Team Leaders allocate emails to various rota'd team members throughout the day. Some emails are time sensitive and are prioritised, but others are handled in date order of when they are received. This may result in the query

being logged onto one of our systems and a reply sent to the customer to advise what has happened or it may be that the email is passed to the relevant department to respond directly to the customer.

Throughout the pandemic we have been able to utilise resource to ensure that emails are handled timely, and the vast majority of emails are handled on the same working day they are received or the following day.

6. **Meeting Date:** Monday 6th June 2022

Agenda Item: 9. Performance Monitoring Report

Request:

In relation to H10, 11 and 12, for the Overview and Scrutiny Committee to receive a list of all council-owned temporary accommodation, including the number of units if possible, and a list of temporary accommodation which is not under council ownership but still used to accommodate households in need of temporary housing.

Update:

The temporary accommodation that we currently own are:

- Caridas House, 52-54 Weston Road, Gloucester GL1 5AX – 14 units (5 x single and 9 x family) including a level access unit
- Jubilee House, 5 Coney Hill Parade, Gloucester, GL4 4QF – 4 units (2-bedroom self-contained flats that can be configured according to household sizes)
- 5 Priory Place, Gloucester GL1 1TT – 5 single rooms sharing facilities

There are a number of other temporary accommodation options that we use depending on demand and household size, and therefore we are unable to provide a definitive list.

7. **Meeting Date:** Monday 6th June 2022

Agenda Item: 9. Performance Monitoring Report

Request:

In relation to H-10, for further information to be provided to the Overview and Scrutiny Committee as to the length of time residents are living in temporary accommodation.

Update:

We will look to add a new indicator for average length of stay.

8. **Meeting Date:** Monday 6th June 2022

Agenda Item: 9. Performance Monitoring Report

Request:

1. In relation to H-10, for the Overview and Scrutiny Committee to receive clarification as to why the Key Performance Indicator sets out the average number of new households placed in temporary accommodation rather than the actual number.

2. Whether consideration could be given to adding the actual number to future Performance Monitoring Reports.

Update:

The indicator aims to provide a measure of the flow through temporary accommodation (TA), as capturing the number of people in temporary accommodation at the end of the month doesn't assist understanding the number of people who have remained in TA, those leaving TA, and those new cases that have entered TA during the month. We amended the indicator last year to move away from measuring the actual number of people in temporary accommodation at the end of the month for this reason.