



PROGRESS TO DATE



RESIDENT AT THE HEART



DATA INFORMED DESIGN



DIGITAL BY DESIGN



EFFICENCY DRIVEN



ACTIVITY

Informal resolution stage added into activity – new approach to service delivery has been communicated

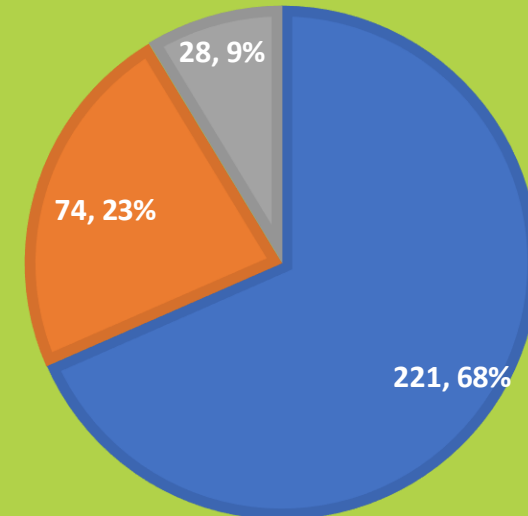
Policy redrafted and reviewed by Members Task & Finish Group

Weekly monitoring in place to ensure MP enquiries are resolved in a timely manner

Key officers' details to reviewed and updated in existing systems

CLOSED CASES BY OUTCOME

■ Resolved ■ Forwarded to Service Recovery ■ Do Not Triage



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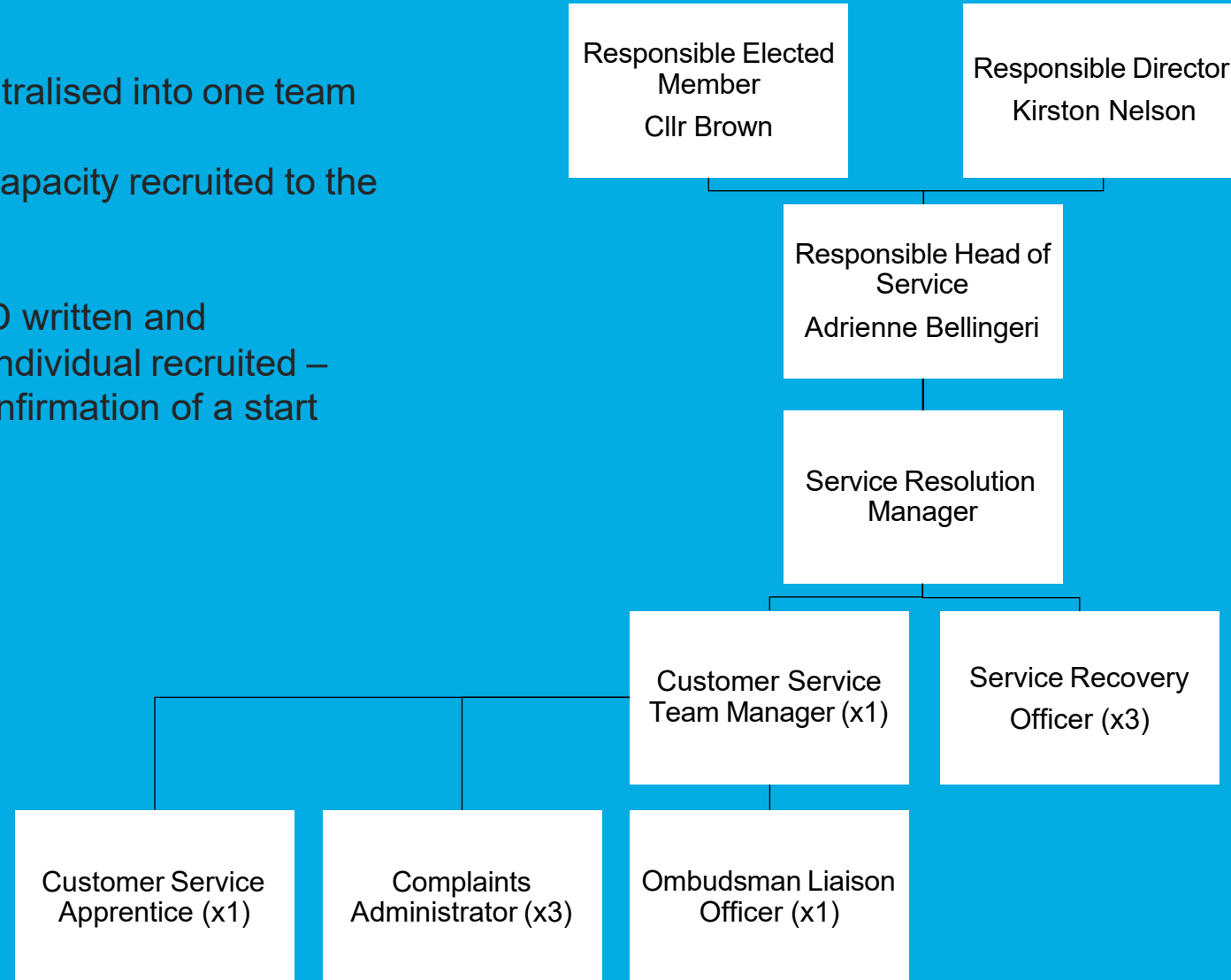


TEAM

Service centralised into one team

Additional capacity recruited to the team

Manager JD written and assessed; individual recruited – awaiting confirmation of a start date



REQUIRED ACTIVITY



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COMPLAINTS

- Revised policy to be reviewed to consider latest Ombudsman code changes to ensure compliance
- Complaints response standards and training to be created and delivered across the organisation
- Reporting arrangements to be formalised for all areas
- Continual improvement approach to be determined to be informed by complaints and resident survey feedback
- New electronic processes to be built
- Standardised reporting dashboards to be built
- Response templates to be reviewed and updated

OTHER

- Approach to managing compliments to be reviewed and formalised across the organisation
- Approach to managing comments to be reviewed and formalised across the organisation
- Single point of contact process and systems to be designed and built
- Potentially Violent Persons processes and systems to be redesigned and built