

Minutes of a meeting of the EAP Connected Communities

At 10.00 am on Friday 21st June, 2024 in the Council Chamber, The Cube, George Street, Corby NN17 1QG

Present:-

Members

Councillor Lloyd Bunday (Chair)
Councillor Wendy Brackenbury

Councillor Ian Jelley

Officers

Simon Mills - Assistant Director for Customer Experience
Amanda Davis – Customer Supervisor
David Pope – Senior Committee Administrator

41 Apologies for absence

Apologies for absence were received from Cllrs Melanie Coleman, Richard Levell, Bert Jackson and Keli Watts.

42 Declarations of Interest

No declarations of interest were received.

43 Minutes of the meeting held on 19th April 2024

RESOLVED that:-

The minutes of the meeting held on 19th April 2024 be approved as a correct record and signed by the Chair.

44 Feedback on updated North Northamptonshire Council Comments, Compliments and Complaints Policy

Members received an update in relation to the North Northamptonshire Council Comments, Compliments and Complaints Policy from the Assistant Director for Customer Experience, Simon Mills with feedback on the draft document sought from the Panel prior to its presentation for approval at Executive at its meeting scheduled for 11th July 2024.

It was noted that the existing policy had been signed off by the Shadow Executive and required updating to reflect the current working practices of Council and to incorporate

statutory changes arising from the Local Government Social Care Ombudsman as well as the Housing Ombudsman.

Members considered the draft document and noted that the current iteration of the policy was no longer fit for purpose and there was a pressure on the Council to respond complaints in an appropriate and efficient manner whilst closely adhering to timescales outlined as part of the revised policy.

Referring to the reduced response time for complaint acknowledgement, queries were raised as to whether there was confidence that training for staff and the new case management system would be sufficient to enable this target to be met. In response, it was noted that the case management system would allow for a more efficient and effective method of handling complaints and would free up officer time to support teams involved in complaints.

It was heard that complainants would receive an immediate acknowledgement that their complaint had been received, with a five working day response time follow the triaging of complaints that would allow for the varying volumes of inbound contact. Benchmarking had taken place in terms of resourcing and assignation of casework.

Members thanked Assistant Director for Customer Experience for his report and supplementary presentation.

45 Executive Forward Plan

The Executive Forward Plan for July 2024 to October 2024 was noted.

46 Forward List of Items for the EAP

The forward list of items for the EAP was considered.

It was agreed that Customer Experience Strategy & Customer Outreach Programme be brought to a future meeting of the panel.

47 Close of Meeting

There being no further business, the Chair thanked Members and Officers for their attendance and closed the meeting.

Chair

Date

The meeting closed at 10:41am