

Actions and Support from The Customer Feedback Team

- The Feedback Team are here to support services across the Local Authority with increasing performance and this is done via a number of methods;
- Weekly Reports shared to Directors and Team Managers. This method helps services to focus on all cases which remain open to them across the system.
- We supported My Place with their complaints improvements by actively taking part in a working group providing recommendations and amendments to processes which has had a positive effect on performance.
- Inviting the top 3 service areas to produce an action plan which is presented and held to account at Customer Information Board and CSG for comments.
- Performance meetings with BD Group.
- Working with Parking to redevelop the way in which we manage their casework taking into account the statutory legislation and procedures which affect cases.
- Encouraging joint working on complex cases as the knowledge and expertise in the team can assist in resolving cases before they reach the Ombudsman stage. Which can mean formal reports and increased levels of compensation being paid out.