

Customer Feedback, Information and Improvement Team (CFIIT)

Review Action Plan

Action	Responsible Person	Deadline	Potential Challenges	Result
Comprehensive Review LGSCO Annual Letter <ul style="list-style-type: none"> • Deep dive six case failings • Identification of service delays/failings • Review complaint process/procedure 	Kate Liddall	25/09/20	Capacity to deliver review within timescale due to interdependencies Non-buy in from services to meet statutory timescales Limited capacity within services to investigate complaints	Learn from failings Challenge status-quo Implement robust complaint process and improvements Assurance to customers/members
System Testing - New Performance Management System <ul style="list-style-type: none"> • Migration old system into SharePoint Online • Implementation of system improvements 	Kate Liddall Rob Winter CFIIT IT SharePoint Team	25/09/20 30/10/20	Availability of staff to system test due to increasing workloads /backlog of cases during service suspension Focus placed on meeting statutory timescales workloads	Implement effective IT performance management system – RAG rated to capture complete complaint journey Complaints consistently recorded, tracked & managed Early escalation of delays Assurance delays actioned in timely manner
Development Power BI Performance Dashboards <ul style="list-style-type: none"> • All directorates • Complaints • LGSCO 	Kate Liddall Stuart Taylor	20/11/20	Dependant upon timely migration of systems 30 days leading time to populate dashboards with new data COVID-19 workload priorities impact on BII ability to complete dashboards	Visual snapshot of complaint investigation performance a Improved management of complaint process Identify complaints themes/patterns Identify learning from complaints
Communication <ul style="list-style-type: none"> • Attendance at DMT's • Performance discussed at SMT • Strengthening messages - complaints allocation process 	Kate Liddall	Ongoing – regular meetings scheduled	Commitment from DMT Willingness to accept challenge Ability to implement actions/improvements	Heighten importance of meeting complaint timescales Allow detailed complaint case discussions Discuss learning from complaints Discuss complaint themes/patterns Identify service issues, gaps and improvements Challenge status-quo

<ul style="list-style-type: none">Comms & Engagement Plan				
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