

**ATODIAD / ENCLOSURE C**

**ISLE OF ANGLESEY COUNTY COUNCIL**

<b>COMMITTEE:</b>	Standards Committee
<b>DATE:</b>	9th March 2011
<b>TITLE OF REPORT:</b>	Signposting / One Stop Shop for enquires by Members
<b>PURPOSE OF REPORT:</b>	For Information and Comments
<b>REPORT BY:</b>	Beryl Jones, Customer Care Officer

1. The attached report was prepared following a request made at a meeting of Group Leader and has been presented to a meeting of the Management Team: Heads of Service on the 28<sup>th</sup> January 2010.
2. Heads of Service have been requested to comment on the suggested format for Anglesey and the matter is to be further discussed and finalized at the Management Team : Heads of Service Meeting on 25<sup>th</sup> March 2011. A report will then go back to the Group Leaders and a Protocol drafted.

The Standards Committee are asked to make any comments in a consultative capacity as the proposal involves relations between Members and Officers.

## **Signposting / One Shop Stop for Enquires by Members**

### **Background**

This paper is in response to a discussion at a meeting of Group Leaders when a request was made for an "arrangement" whereby each Directorate nominates officers to act as contact officers for Members to assist with queries from electors.

Enquiries were made with the other North Wales Councils to establish how they deal with such enquiries and the following summary of information was received:-

**Denbighshire** – All Members' enquiries/requests may be made either by telephoning the Corporate Customer Service Centre or by sending an e mail to the One Stop Shop. These enquiries/requests are then recorded on the Customer Relationship Management System which integrates with various service providers' systems and enables each service to deal with them.

Upon registering the enquiry/request, an e mail is automatically sent to the Member acknowledging their enquiry/request. Also, an automatic e mail, with reasons, is sent to the Member should the target date change and when the request/enquiry has been completed.

Therefore, no individuals are charged with the responsibility to chase up Member enquiries and this method requires a computerised records management system.

**Flintshire** - The Customer Services Team designate a Key Contact and a Deputy in each key service area. There are Guidelines for Members and staff and the Contacts are included in the Members' Handbook. Essential that the contact names and numbers are always kept up to date – a copy of both Guidelines are attached for information (appendix 1).

As a backup, Flintshire has a Customer Services Team which will take ownership of any enquiry should the Member fail to get in touch with the relevant service officer.

**Conwy** - response received was "we don't have such a system in place but if you get one up and running we would be interested in knowing how it works out"

**Gwynedd and Wrexham** – no responses received.

### **Suggested Format for Anglesey.**

From looking at the above information, the Flintshire model would be better suited to our needs at present. However, it would be necessary to ensure that the following were in place -

- **Guidelines** (similar to those from Flintshire – see attached page ) to be agreed and adopted prior to the implementation of the system.

- **Role of Contact Officer** – this needs to be clear and all officers need to be trained appropriately (knowledge of own service / who to contact for responses relevant corporate protocols/ data protection issues etc.)
- **“Issues Log”** – a record of all queries must be kept with details of the request, dates of responses etc.
- **Formal process** within Directorates to include the following
  - a) Reporting process – Monthly Departmental/Team Meetings
  - b) How and when to escalate a query
  - c) Ensuring that Contact details are kept up to date.

## Example from Flintshire

### Useful Contact List for Members

#### **Guidelines for Staff**

This document has been produced to accompany a useful contact list which has been produced for Members should they wish to contact a department with an enquiry. You have been nominated as a contact officer for your service area. In some areas, there may be more than one officer named. Where this applies, please ensure that you liaise with this colleague when an absence is planned particularly if you have an enquiry that is pending.

Your commitment to resolving enquiries:

- Take full ownership of the enquiry
- If the enquiry cannot be resolved immediately then you should provide an acknowledgement within 5 working days
- You should aim to provide a full response within 10 working days
- You should provide updates to the Member should the enquiry require further investigation
- Liaise with your colleague in the event of a planned absence

## Example from Flintshire

### Useful Contact List

#### **Guidelines for Members**

This document has been produced to provide guidance should you wish to contact a department of the Council with an enquiry.

Nominated contact officers have been identified within each Directorate and you should direct your enquiry to these officers in the first instance.

What you can expect:

- If your enquiry cannot be resolved immediately then you should expect an acknowledgement within 5 working days
- The service will aim to provide a full response within 10 working days
- To receive updates from the contact officer in the event of your enquiry requiring further investigation

*If you are unable to make contact with the relevant officer you can contact the Customer Services team who will take ownership of the enquiry and can also provide you with any further assistance should it be required. The team can be contacted on .....*