

	Public Accounts Committee		
<b>Title</b>	Complaints and Casework Review - update		
<b>Key decision</b>	No	<b>Item no</b>	4
<b>Wards</b>	All		
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<b>Class</b>	1	1 June 2016	

### **Purpose**

To update the Public Accounts Committee on the progress of the review, the findings and the emerging proposals.

### **Update**

The Council's complaints and casework process has not been reviewed for many years. As part of the last savings round the Mayor and Cabinet agreed to a review of the process to deliver improvements in service delivery and find efficiencies with a target saving of £50K.

The review looks at:

- the processes the Council follows for dealing with this work
- the organisational structures for dealing with the delivery of the work
- the iCasework computer system that is used to manage it.

The review is progressing well with the involvement of many stakeholders but it is taking longer than was expected as those involved are carrying out the work alongside business as usual. At present the review is not in a position to make definitive recommendations as it is seeking feedback from the different stakeholders about the key proposals for change. It is for this reason that review is not yet in a position to report on the findings and make recommendations.

A presentation will be made to the committee to set out the progress to date, the findings and emerging recommendations. The meeting will be used as an opportunity to get feedback from the committee on some of the key proposals.