



SOUTH
KESTEVEN
DISTRICT
COUNCIL

South Kesteven District Council

Project Initiation Document

New Customer Feedback Process

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Document Control, Approval and Distribution

Version Control

This document should be updated with any amendments:

| Version | Date | Notes |
|---------|--------------|-------------------|
| 1.0 | 07 July 2021 | Document creation |
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Document Approval

This document requires the following approvals:

| Sponsor Approval | Name | Date |
|--------------------|---------------|---------------------------|
| Cllr Linda Wootten | | 7 th July 2021 |
| Alan Robinson | | 7 th July 2021 |
| FEDSC | OSC Committee | 7 th July 2021 |

Document Distribution

This document will be distributed to:

| Name | Method | Date |
|-------|--------------|---------------|
| FEDCS | Email/online | Via democracy |

Introduction

This document outlines the initiation of a project to implement a new complaints procedure designed to align the corporate complaints procedure and the housing complaints procedure. The project will also review SKDC requirements for complaints reporting, and the requirements for and of a system to process feedback.

Project Details

| | |
|---------------------------|---|
| Project | Corporate Complaints |
| Background | SKDC corporate complaints process does not run efficiently. Many complaints are not responded to within the timeframes required. Complaint escalation through the stages is inconsistent and complaint reporting does not provide enough data to improve service delivery. Resource is required to review, design, implement and improve the complaints process. |
| Project Objectives | Ensure SKDC have a corporate complaints process that works efficiently. That staff are trained and can take responsibility for the process. That the Council meet the timeframes set and that this becomes a focus for CMT and Members when reviewing KPI's |
| Activities / Scope | <ul style="list-style-type: none"> - Review the feedback process and draft new policy - Look at the system used to process the complaints. - Design and implement an internal process for stage escalation and assignment - Identify staff training requirements - Identify reporting requirements and implement changes to complaints reporting |
| Deliverables | <ul style="list-style-type: none"> - Adoption of new customer feedback process for compliments, complaints and comments - New feedback software system if required - Continual staff and Members training program to make aware of new process and timelines for responding - Complaint reporting and KPIs - Best practice for the Council - Better service to the customer/residents |
| Timing | <p>Project to be fully delivered by the end of 2021.</p> <p>Training of staff and Members to be ongoing.</p> |
| Exclusions | The finance for the project to be explored, if budget cannot be found from existing then approval from Council will be required. |

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|--|---|
| <p>Dependencies & Assumptions</p> | <p>Dependencies:</p> <ul style="list-style-type: none"> - Engagement from heads of service to lead complaints in their Directorates - Project Sponsor to report to FEDCS progress to ensure process <p>Assumptions:</p> <ul style="list-style-type: none"> - New software system to be purchased and implemented - Training to all staff and Members on complaints, new timeframes and expectations around accountability - Directorates will lead on their own areas for complaints and take responsibility - Reporting on these regularly at appropriate OSCs |
| <p>Resources</p> | <p>Project team to be:</p> <p>Linda Wootten – Project Sponsor</p> <p>Alan Robinson – Deputy Chief Executive</p> <p>Debbie Roberts and Ben Russell - OD&C project lead and performance</p> <p>Stacy Carter and Graham Watts– Democratic and Legal</p> <p>Gary Andrews – IT</p> <p>Nicola Hughes (or delegated staff member) - Customer Services</p> <p>Sarah McQueen - Housing</p> |
| <p>Estimated Cost</p> | <p>The cost is to be investigated further.</p> |

Next Steps

Regular updates will be taken to FEDCS, if there is any budget requirement this may need Council approval.

It is the ambition that a new system will be implemented in autumn 2021 with a full schedule of training rolled out in winter 2021 and be part of the welcome journey with new starters so that this is embedded into the organisation.