

## SCRUTINY REVIEW - SCOPING DOCUMENT

Review name	<b>Learning from customer feedback</b>
Terms of reference	To examine and recommend improvements regarding the way that the Council learns from information gained via customer feedback and uses it to inform strategic service planning
Summary of review	<p>A one-day review</p> <ul style="list-style-type: none"> <li>• Morning interviewing individual PFHs and managers</li> <li>• Afternoon solutions workshop</li> </ul> <p>Possible areas of enquiry:</p> <ul style="list-style-type: none"> <li>• how well do managers and PFHs monitor feedback?</li> <li>• how is the information used to drive improvement?</li> <li>• what is the culture; is feedback actively encouraged and seen as a positive opportunity?</li> <li>• how is learning captured? and shared?</li> <li>• what are the opportunities for improvement?</li> <li>• what are the barriers to improvement? how can they be overcome?</li> <li>• recommendations</li> </ul>
Reason for review	<ul style="list-style-type: none"> <li>• Concerns identified at scrutiny meeting of 6 September 2011</li> <li>• Learning from CfPS booklet: <a href="#">Aiming for the Best</a></li> </ul>
Potential outcome/s	<ul style="list-style-type: none"> <li>• Improved awareness of the value of customer feedback</li> <li>• Greater proactivity in seeking customer feedback</li> <li>• Improved systems for capturing learning</li> <li>• Greater sharing of learning across the Council</li> <li>• Increased evidence that feedback and learning are driving service improvement across the Council</li> </ul>
Out of scope	Resolution of any complaints cited as examples Compliments, comments and complaints policy
Relevant corporate and/or community strategy/ies	Being a listening council, providing first class services accessible to all
Portfolio holders	Cllr Bygott
Members of the t&f group	Cllrs Val Barrett, Lynda Harford, Tumi Hawkins, Bridget Smith, Ted Ridgeway Watt, Bunty Waters
Key stakeholders	Residents
Officer involvement	Lead officer: Rachael Fox
Timing	October
Report dates	Scrutiny 3 November; Cabinet 10 Nov