

**Minutes of the Meeting of the Scrutiny Committee for Customer Services and Service Delivery held on 13 February 2018 from 7:00 p.m. to 8:00 p.m.**

**Present:** Councillors: Anne Boutrup (Chairman)  
Margaret Belsey (Vice-Chairman)

Liz Bennett  
Cherry Catharine  
Colin Holden  
Howard Mundin

Michelle Binks  
Sandy Ellis  
Anthea Lea  
Kirsty Page

Pete Bradbury  
Claire Fussell  
Judy Llewellyn-Burke  
Dick Sweatman

\*Absent

**Also Present (Cabinet Members):** Councillor Thomas-Atkin.

**Also Present (Members):** Councillor Whittaker and Councillor Webster.

**1. SUBSTITUTES AT MEETINGS OF COMMITTEE - COUNCIL PROCEDURE RULE 4**

None.

**2. APOLOGIES**

Apologies were received from Cabinet Member Councillor Gary Marsh.

**3. DECLARATIONS OF INTEREST**

None.

**4. MINUTES**

Councillor Catharine noted the incorrect spelling of her name which was recorded as 'Catherine' instead of 'Catharine'. The Minutes of the meeting of the Committee held on 22 November 2018 were subsequently amended and then were agreed as a correct record and signed by the Chairman.

**5. TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS URGENT BUSINESS.**

None.

**6. DIGITAL PROGRAMME 2018/19 INCLUDING OVERVIEW OF GDPR PREPARATIONS**

Simon Hughes, Head of Digital and Customer Service, introduced report which outlined the progress of the Digital Programme project since it was endorsed at the 8th February 2017 meeting. The report also detailed what the Council intends to do during the 2018/19 financial year to develop the Programme further which will also include preparations for the implementation of new General Data Protection Regulations taking effect in May 2018.

A Member said that the Windows system seems to be changing quite frequently. He enquired if the Council will have to upgrade from Windows 10 to Windows 11 when it is released and questioned how much cost this will incur.

The Head of Digital and Customer Service confirmed that Microsoft does support certain operating systems however does discontinue their support for certain systems usually when it reaches a certain age. The Council intends to use the existing system it has until it is no longer supported to achieve the most value-for-money on their purchase.

The Chairman supplemented the Head of Digital and Customer Service's comments by adding that there is a risk with using the most current software as it may contain bugs which have not been ironed out yet.

A Member raised concern as to what the implications of the new General Data Protection Regulations might be on the Parish Council's, specifically their use of personal emails rather than corporate emails. He queried with the Cabinet Member and the Head of Digital and Customer Service as to what the District Council will be doing for the Parish Councils and the District's Members.

Cllr Mandy Thomas Atkin, Cabinet Member for Customer Services, reminded Members of their recent ICO membership registration which took place after it was found that many Members were not registered; it was confirmed that blanket registration for Members will be taking place in future to ensure that they are always registered as data controllers. She added that online training for Members is being discussed currently and will hopefully be provided soon.

The Head of Digital and Customer Service confirmed that the District Council is in the process of collecting data from the Parish Councils who require the Council's help. Such data would include what the Parish Councils currently have and what they will need in the future. He outlined that this data can be used to scale what the problems are so that the Council can be realistic in how it supports the Parish Councils.

Shelia Harris, Senior Information Governance Officer, informed the committee that there will be a training session in March which will provide attendees with further information relating to the new General Data Protection Regulations. In addition to the training session, the Learning Pool, which is used for staff training, will also be opened for all Members. Within the Learning Pool a mandatory GDPR training module will be provided for all Members to ensure they are well informed by the time the GDPR is in force at the end of May 2018

A Member sought clarification on a point in Paragraph 27, Page 10 of the Report. She questioned what data caused 2,000 properties to have incorrect address records.

The Head of Digital and Customer Service explained that the incident refers to certain Garden Waste Data which was found to be out-of-date. This was due to the way that the data was kept and maintained. He added that the migration of the two systems (Financials and Garden Waste) is currently underway with Sheila Harris leading on the project.

The chairman supplemented this by informing members that these errors are being identified as part of the migration and are one-off events. Once the information is brought onto the Salesforce system and all the systems linked, information will automatically be updated at all locations going forward.

The Member thanked the Head of Digital and Customer Service for his comments and expressed that she would like another visit to the Customer Services office to see how things are getting on.

Karen Speirs, Customer Services Manager, confirmed that the team would welcome any pre- arranged visit of a Member to the Customer Services team.

A Member sought reassurances over the data we keep and enquired if there are any risks to the data we hold.

The Head of Digital and Customer Service explained that they have many arrangements to protect the data the Council owns. One such arrangement is an extra level of authentication when logging-in for Office 365 which requires a telephone number to be provided for a verification number to be sent to it, also known as two factor authentication. In addition, the cloud based storage systems recognises which device an individual accesses the system on so can alert the account holder if an unrecognised person tries to access their account. He added that administrators of cloud-based systems can control where people access the system from such as outside of Europe.

A Member raised his concerns over more mature residents of Mid Sussex who may not be IT literate and questioned how the Council can maintain access for them.

The Head of Digital and Customer Service confirmed that the Council's aim is to make every service more accessible for everyone. Whilst improving the digital platforms for the more capable, the Council still intends to provide telephone and in-person services. He explained that while the Council is receiving calls they are also making calls to residents such as Customer Services making Wellbeing calls. Furthermore, Sheila Harris is currently looking at the format of transactions through the website and how to make it simpler for those who may not be IT literate.

The Customer Services Manager stated that the team are very passionate about providing services and making it more accessible or everyone. She confirmed that they are using the same forms that the customer would be using so that they can also gauge any points for improvement rather waiting for customer feedback. The Customer Services team have become more even more engaged with customers to identify any other services that they may require such as when an individual(s) move house.

A Member enquired what system is the Council using when it is collating their garden waste data.

The Head of Digital and Customer Service replied that the Council is considering which system is appropriate to the requirements of the service. He stated that the Council uses Salesforce software currently which, in the 2018/19 financial year, will connect to a new financial system.

A Member explained that at her work they are currently transitioning away from Salesforce due to capacity issues so questioned how functional the new CRM system is.

The Senior Information Governance Officer confirmed that the system is very good to use with the Customer Services team finding it easy to use.

The Customer Services Manager outlined that the system is easy to use which has made the process of responding to customer queries far quicker and that the version the council is using is Cloud based which grows in line with the amount of data so no issues with space or slowness are anticipated.

A Member sought clarification on how data is kept at the Council.

The Senior Information Governance Officer explained that the Council has a data retention schedule which is required under the current Data Protection Act. This is a record of a variety of timescales that such data is required to be kept and is used as a guide when we intend to retain/destroy any documents.

The Chairman then moved the recommendation which was agreed unanimously.

**RESOLVED TO:**

- a) Note the progress of the service design and digital programme in the past year;
- b) Consider the outline approach for the service design and digital programme for 2018/19; and
- c) Consider any particular priorities that they would wish to see given within the service design and digital programme

**7. OVERVIEW OF COMPLAINTS – 2016/2017**

The Head of Digital and Customer Service introduced the report for the overview of complaints over 2016/17 period. He mentioned that the Local Government Ombudsman had received a total of 19 complaints however none were upheld.

The Customer Services Manager stated that she had recently attended a Local Government Ombudsman meeting. She explained that at the next meeting they will be focusing more on the types of complaints rather than how many were received. A report of this will be published in July this year.

A Member questioned whether the Council had received habitual complaints more frequently such as those who continue to complain when they are not satisfied with the answer to their original complaint.

The Head of Digital and Customer Service explained that it hard to quantify as certain complaints morph into other complaints. However it was confirmed that there will be training for management officers to improve how they deal with complaints when it reaches that stage. He also confirmed that the Council is reviewing complaints that stem from parking enforcement actions and re-designing the website to provide more information about enforcement to provide more clarity.

A Member enquired whether a Ward Member is made aware when there is a complaint made by someone in their area or where the issue is centred in their ward.

The Customer Services Manager confirmed that if the Member is copied in to the email then yes they are. The Business Unit Leader of the team that the complaint is directed to usually advises the Head of Service who in-turn advises the Ward Member.

A Member asked if complaints made on social media are monitored by the Council. One such example is the fly-tipping in Hurstpierpoint posted and shared all over Facebook.

The Head of Digital and Customer Service confirmed that the Customer Services Team in liaison with the Communications Team scan for when the Council is mentioned on social

media to identify where and when any response is needed. Customer Services then respond appropriately as required.

A Member queried whether the Council is engaging with complaints made on social media groups such as 'Haywards Heath Gossip' and 'Burgess Hill Uncovered'.

The Customer Services Manager outlined that the Customer Services team does monitor the pages and provide assistance wherever possible. If the answer requires a very detailed explanation then the team requests information from the team concerned and then responds as appropriate.

Simon Hughes, Head of Service for Digital and Customer Services explained that the Customer Services team conducts a triage process to see when the Council can post online to address stories that are incorrect and picks up what they can from social media.

A Member questioned whether there are complaints following on from Freedom of Information requests.

The Senior Information Governance Officer confirmed that they do receive complaints following on from Freedom of Information requests however there is a separate complaints procedure for this which is monitored by the Customer Services Manager.

The Chairman then moved to the recommendation which was agreed unanimously.

#### **RESOLVED**

The Committee noted the contents of the report.

#### **8. SCRUTINY COMMITTEE FOR CUSTOMER SERVICES AND SERVICE DELIVERY WORK PROGRAMME 2017/18**

Tom Clark, Solicitor to the Council, introduced the Work Programme with two substantive contract reports for the meeting on 13<sup>th</sup> March 2018

#### **RESOLVED**

The Committee noted the Committee's Work Programme as set out at paragraph 5 of the report.

#### **8. QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10 DUE NOTICE OF WHICH HAS BEEN GIVEN**

None.

Meeting closed at 8:00pm.

Chairman