|  |  |
| --- | --- |
| **REPORT TO** | **ON** |
| **Scrutiny Committee** | **22nd October, 2020** |
|  |
| **TITLE** | **REPORT OF** |
| **Scrutiny Portfolio Update:**  **Community Engagement, Social Justice and Wealth Building** | **Director – Customer & Digital**  |

|  |  |
| --- | --- |
| Is this report confidential? | **No**  |

**PURPOSE OF THE REPORT**

1. The purpose of the report is to provide an update to Scrutiny Committee on the activities since May 2019 in the Community Engagement, Social Justice and Wealth Building portfolio.

**RECOMMENDATIONS**

1. The Scrutiny Committee note the contents of the report.

**EXECUTIVE SUMMARY**

1. The Community Engagement, Social Justice and Wealth Building portfolio has a wide and diversified remit including some of the key Council customer facing and operational services and projects within the South Ribble Corporate Plan.
2. The services within the Portfolio make a significant contribution to the Council and the lives of residents within the Borough. The key activities and performance since May 2019 and current work areas are summarised in this report.
3. Since May 2019, the Portfolio has continued to develop and provide excellent services to the residents. Several initiatives have been implemented that either provide a better service to the residents or improves their lives.
4. Covid-19 has placed additional demands on the Portfolio as residents turn to the council for support and has presented additional challenges to overcome. The Portfolio of services and projects has, and continues to, respond well to these demands whilst at the same time, maintain business as usual under difficult circumstances.

**CORPORATE OUTCOMES**

1. The report relates to the following corporate priorities:*(tick all those applicable):*

|  |  |
| --- | --- |
| Excellence, Investment and Financial Sustainability | ✓ |
| Health, Wellbeing and Safety | ✓ |
| Place, Homes and Environment |  |

Projects relating to People in the Corporate Plan:

|  |  |
| --- | --- |
| Our People and Communities | ✓ |

**BACKGROUND TO THE REPORT**

1. Scrutiny Committee have asked for an update covering the Community Engagement, Social Justice and Wealth Building portfolio.

**PROPOSALS (e.g. RATIONALE, DETAIL, FINANCIAL, PROCUREMENT)**

1. The Community Engagement, Social Justice and Wealth Building portfolio covers the following Council service areas including the new South Ribble Together community Hub:
* Gateway & Customer Experience
* Revenues
* Benefits
* Community Involvement
1. The below projects and policies were delivered during the past 12 months.
* Revised Council Tax Support scheme for 2020/2021
* Second Homes and Empty Properties
* Customer Journey mapping & Data mapping project
* Interact with the Council digitally
* First Class Advice Services
* Hardship Fund
* Community Involvement Strategic Review
* Community Wealth Building Draft Action Plan
* Volunteer Strategy
* Social Inclusion
* Citizen Advice Bureau (relocation and support)
1. A summary of the service activities and performance since May 2019 is provided in the sections below:
2. **Gateway & Customer Experience**
3. The Gateway service delivers most of the Councils services through a variety of service delivery channels. This includes face to face, telephone, electronic and social media enquiries. The tables below summarise the performance of the service.

The first chart below shows how Covid-19 has affected the number of customer contacts to the contact centre with a large increase in quarter 1 2020/21 compared to the same period the previous year.

***Total Number of customer contacts received via the Contact Centre, all communication channels.***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 30937 | 25671 | 23249 | 31614 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 40290 | 23823 | N/a | N/a |

1. **Customer Satisfaction**
2. The service also monitors the satisfaction of customers with the service provided

 ***Total Number of customer feedback forms completed***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 162 | 79 | 79 | 134 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 14 | 18 | N/a | N/a |

***Percentage of customers who rated the service as ‘good or ‘excellent’***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 94 | 80 | 77 | 87 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 71 | 83 | N/a | N/a |

1. The following graph indicates the quality of service provided from a customer point of view. This is obtained via feedback forms which the customer completes after the interaction. We have a target of 80% of customers rating the service received as good or excellent.
2. The number of customer feedback forms has dropped significantly over the years as customers migrate to online services. Email questionnaires and links within service request scripts have been unsuccessful. We are looking actively for ways to obtain feedback on our service. We are currently investigating the possibility of providing a text service so that customers can rate the service they have received.
3. **Telephone call performance**

***Percentage of calls abandoned before being answered***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 38 | 14 | 5.6 | 11.3 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 8.8 | 5.7 | N/a | N/a |

***Percentage of calls answered within 90 seconds***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 17 | 44 | 77.6 | 60.9 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 73 | 80 | N/a | N/a |

1. ***Complaints and Compliments***

***Number of complaints resolved in the quarter***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 40 | 23 | 18 | 30 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 32 | 36 | N/a | N/a |

***Percentage of Complaints upheld in the quarter***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 33 | 26 | 39 | 27 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 0 | 14 | N/a | N/a |

***Number of Compliments received in the quarter (whole Council)***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 9 | 16 | 18 | 22 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 37 | 13 | N/a | N/a |

1. **Recent improvement to service provision**
2. Over the period Gateway has worked with colleagues in ICT to procure and install a new telephony system to enhance the customer experience and free up resources to handle additional customer enquiries. This is now operational, and work has commenced to enhance the technology to incorporate email and social media enquiries into the system.
3. **Channel Shift**
4. The service has been actively promoting channel shift as part of its Digital Strategy. One year in to the delivery of the strategy, the results have been extremely encouraging and it is anticipated that this figure will rise as a result of the roll out of the New website. This should make this service channel more attractive to customers.

***Percentage of self-serve channel access v telephone/face to face channels***

|  |  |
| --- | --- |
| **Q4 2019/2020**Target 40% by 2022 | **Q1 2020/21**Target 40% by 2022 |
| 22 | 37 |

1. **South Ribble Integrated Team (SRIT)**
2. This service works with other organisations such as the Police, Social Services, Drug and Alcohol support organisations and the Fire Service to provide practical support to vulnerable residents who are living in difficult situations. There are currently 43 live cases being dealt with and this number has seen a steep rise due to the pandemic. As case study is attached under **Appendix A**
3. **Customer Service Excellence Award**
4. Gateway, Revenues & Benefits are long-term holders of the Customer Service Excellence award. The achievement of this award supports the Excellence & Financial sustainability priority by measuring the quality of service provided and benchmarking this against 5 Government set criteria.
5. The criteria are
* Customer Insight (relating to understanding customer needs and meeting them)
* Culture of the organisation (relating to organisational values)
* Information and Access
* Delivery
* Timeliness and quality of service
1. Each criterion has several elements (57 in total) that are independently assessed each year on a rolling programme (with every element being visited over 3 years)
2. 2019/20 has been our best performance against the standards since we started, with 55 elements out of 57 being fully met (including 6 attaining ‘Compliance-plus’ status (where we exceed excellence)) and the remaining 2 being met partially
3. The 2020/21 renewal has been delayed as a result of Covid-19 and is likely to be before the end of the year. A Summary of the process and further details of the 2019/20 assessment are included at **Appendix B**
4. **Staffing – Gateway**
5. All outstanding vacant positions have been recruited to and 3 new staff joined the organisation Mid-September 2020. They are currently being trained to enable them to help with Covid-19 track and trace duties.
6. **Resettlement scheme**
7. This service has responsibility for the resettlement of refugees within the Borough under a national scheme. As a result of support and integration activities, our existing (Syrian) families are settled within the borough and many have secured jobs.
8. We were due to welcome the next cohort of refugees in the Summer of 2020. This comprised of 5 Palestinian families (comprising 12 adults and 11 children). This cohort has been delayed as a result of Covid-19 and we are awaiting an arrival date from the Home Office.
9. As an alternative to providing the refugees with social Housing through a Housing Association or private landlord, we are working with colleagues in Planning and Housing to procure properties to accommodate them, thereby acting as a Social Landlord.
10. **Citizens Advice Bureau (CAB)**
11. As well as funding a telephone and email advice service (based at Towngate), the service has worked with colleagues from the Council to provide a face to face advice service at the Civic Centre for residents who need it. The funding has been agreed and CAB Management are now occupying part of the building to coordinate activities to enable the rest of the team to move in. The opening of the service to customers has been impacted by Covid-19 and a start date is yet to be agreed.
12. We are now in the process of expanding the partnership and, in line with our ambitions to provide first class advice service, we are building on the excellent working relationship we have established and are working with the Citizens Advice Bureau to relocate their call centre offices to the Civic Centre.
13. They will be based on the 2nd floor of the Civic centre and will comprise of a relocated customer call centre on part of the floor and the South Ribble Together /Community Hub on the rest of the floor.
14. **Revenues & Benefits**
15. The Revenues and Benefits service comprises
* Council Tax (including a recovery section)
* NNDR (Business Rates)
* Sundry debtors
* Housing Benefits

The tables below summarise the service performance

***Percentage of Council Tax collected within the quarter (cumulative)***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 29.31 | 57.44 | 85.62 | 97.5 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 28.41 | 56.48 | N/a | N/a |

***Percentage of Business Rates collected within the quarter (Cumilative)***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 31.06 | 59.07 | 83.08 | 98.5 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 26.11 | 55.16 | N/a | N/a |

***Average number of days to process a Housing Benefit claim***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 2019/20** | **Q2 2019/20** | **Q3 2019/20** | **Q4 2019/20** |
| 17.11 | 15.39 | 14.08 | 16.61 |
| **Q1 2020/21** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 13.19 | Information will be available mid to Late October | N/a | N/a |

***Number of people removed (not paying CTSS) from the minimum £3.50 per week contribution (Council tax Support scheme)***

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1 202/2021** | **Q2 2020/21** | **Q3 2020/21** | **Q4 2020/21** |
| 2382 | 2378 | N/a | N/a |

Note;The net number has reduced over the 2 periods but there may be different claimants in each period. Some will make new claims and others will go back to work**.**

1. The Revenues service has introduced several new policies and procedures over the period to support our residents. The below polices have been signed off through the relevant decision channels and are now in place;
* A revised Council Tax Support Scheme for 2020/2021
* Covid-19 Council Tax Hardship Fund
* Council Tax Exceptional Hardship Fund
1. The Benefits department piloted a text update service on behalf of the Council which keeps customers informed of how their claim is going and provides instruction to customers if required. This has been extremely successful, and it has been proposed that it is adopted by other services within the Council as part of their business improvement initiatives.

1. **Staffing – Revenues & Benefits**
2. We have undertaken a review of staffing and a grade 4 post was developed into a new grade 5 post that is now filled through an internal promotion.  We have one vacant post that we are currently holding open and not advertising to see if we need to replace like for like or with the implementation of some automation processes whether we can then use the post differently
3. **Covid-19 related activities**
4. During the pandemic the Portfolio has been heavily involved in activities to support our response to the pandemic such as the Community Hub, delivery of the small, retail business support grants and discretionary business grants.

For the period to the end of June 2020 the services within this Portfolio have:

* Responded to over 8,000 calls to Council Tax;
* Completed over 5,200 Council Tax scripts, of which over 1,200 related to making/altering payment arrangements;
* Dealt with an increase in caseload of the number of working age claimants needing support from 3,273 to 3,771 (498 additional claims)
* Supported retail properties entitled to relief with an increase from 219 properties granted approx. £904,605 to 430 properties granted approx. £12,700,000 (211 additional reliefs).

1. Gateway are shortly to be involved in the Track and Trace activities, led by our Environmental Health team and training is currently being undertaken to enable this.
2. The below table shows the difference between quarters1 & 2 in 2019/20 and quarters 1&2 in 2020/21 (current year)
3. ***Number of telephone calls answered by the contact centre***

|  |  |  |
| --- | --- | --- |
|  | **Q1 & Q2 2019/20** | **Q1 & Q2 2020/21** |
| Community Hub | 0 | 2522 |
| Benefits  | 3181 | 3117 |
| Council Tax | 13362 | 13850 |
| Customer Service  | 16438 | 21935 |
| Green waste | 2870 | 7536 |
| Housing  | 1517 | 1906 |
| Licensing  | 360 | 1039 |
| Total  | 37728 | 51905 |

Note; Customer Services calls are those that don’t fall into any of the other categories. This could include, Neighbourhood, Streetscene, & Electoral Services Calls.

1. **Strategic Review of Community Involvement**

|  |  |
| --- | --- |
| **Recommendation** | **Progress** |
| **Ensuring a Community Involvement Culture** | The Council is now a member of the Co-operative Councils Innovation Network |
| Accreditation as a Co-operative Council (embedding the co-operative values of self-responsibility, democracy, equality, equity and solidarity) will be considered as part of our corporate plan re-fresh for 2021/2022. |
| Corporate community involvement toolkit and checklist to be developed and rolled out for use by all services areas. |
| Residents Survey 2020 is complete, and results published |
| Community Development annual report will be presented to Full Council in June 2021. |
| **My Neighbourhoods** | My Neighbourhood Forums will evolve to become Community Hubs; a more inclusive approach, with projects based on evidenced community needs. |
| Community Hub planning meetings currently being scheduled for 2020/2021 - will be used to align plans with the corporate plan and budget process. |
| Community Hub Chairs have agreed to a community development model,including involving parish / town councils & other relevant partners. This forms part of the 12-month transition period; success will be reviewed. |
| A schedule of Community Hub Chairs and Vice-chairs is being developed and meetings will now have a forward plan, agenda and minutes. |
| Governance arrangements for Community Hubs have been reviewed to reduce bureaucracy and increase transparency. Constitutional amendments approved by Council |

1. **Volunteering Policy and Strategy**
2. The Council now has an agreed Volunteering policy for people volunteering and for employees to volunteer to support communities and good causes. Volunteering ‘with’ the Council is about social value and action which includes supporting and developing local people to build skills and confidence. This policy builds on a strong foundation on the councils existing 190 volunteers to establish a consistent approach to recruitment, support and development.
3. We will develop new volunteering opportunities and services will be encouraged each year through their business planning process to identify opportunities for volunteers. The policy also addresses how volunteers can be developed through training and support and provides expenses to support those who may be financially excluded from volunteering.
4. The policy integrates the role of Time Credits developing the opportunities for individuals to earn time credits when volunteering with the Council. The time credit provides recognition of the value the Council places on someone’s time when volunteering with us, whilst simultaneously enabling individuals to redeem them against a number of activities for themselves, families and friends.
5. **South Ribble Together**
6. We have been helping and supporting our communities during the pandemic and have spoken to thousands of our vulnerable residents to understand how we can help to support them. In **Appendix C** you can see a diagram of the system we have developed over the past few months to support our residents in need of help. The diagram shows that every step of the way we have developed processes to support our vulnerable residents working in partnership with our partners and the voluntary sector.

**CONSULTATION CARRIED OUT AND OUTCOME OF CONSULTATION**

1. No consultation has been undertaken specifically in relation to this report however residents, community groups and organisations were consulted as part of the process of adoption of the new Council Tax Support scheme.

**AIR QUALITY IMPLICATIONS**

1. None.

**COMMENTS OF THE STATUTORY FINANCE OFFICER**

1. This report is for noting only and there are no financial implications arising from it.

**COMMENTS OF THE MONITORING OFFICER**

1. This report is for noting only and there are no legal implications arising from it.

**OTHER IMPLICATIONS:**

|  |  |
| --- | --- |
| * **Risk**
* **Equality & Diversity**
 | NoneMuch of the Portfolio projects and key services have a focus on equality and diversity and key decisions made in those services are subject to separate equality and diversity assessments |

**BACKGROUND DOCUMENTS (or There are no background papers to this report)**

None

**APPENDICES (or There are no appendices to this report)**

Appendix A SRIT Case Study

Appendix B Customer Service Excellence award assessment report May 2019

Appendix C South Ribble Together Operating Model

|  |  |  |
| --- | --- | --- |
| Report Author: | Telephone: | Date: |
| Paul Hussey | 01772 625522 | 6th October 2020 |

**Appendix A – SRIT Case Study**

**Background.**

A man in his early 60's living in Bamber Bridge has had 2 strokes in 2019. As a result, he has difficulty walking any distance and speaking and kept falling.

His benefits had stopped as he had not attended an appointment at the Job Centre (as a result of recovering from one of his strokes).

Previously he had been on Job Seekers and Housing Benefit but now had a gap in his claim and had to make an application for Universal Credit. He found communicating on the phone to be difficult as a result of the stroke and had no access to a computer. He could not walk far enough to get to a library.

So, he had no income at all, his home was unheated, and he was being supported by his neighbour who was feeding him and letting him use her home during the day and overnight so he could keep warm.

She works full time and was concerned every day for him as he didn’t have any care package, he was left all day on his own. Neighbour was visiting Food Bank to assist with providing meals for him.

She had talked with CAB and they were trying to reinstate his benefits with little success.

His house was dirty and cluttered.

Man had to have laser eye surgery 21st October as he had very poor vision. He had no way of getting to hospital and his neighbour couldn’t take a day off work to take him.

**Initial Action Taken.**

* Initially arranged Community transport to get him to hospital and back
* Reinstated Housing Benefit calculated on nil income for period until Universal Credit awarded.
* Referral to SRIT completed with customers consent

**Action taken post SRIT referral.**

* Liaised with DWP to explain the situation and, after a lot of discussion, they agreed to carry out a home visit to claim Universal Credit which is now in payment
* They also agreed to carry out a benefit check to see what other benefits could be entitled to.
* Personal Independence Payments are now up and running and we are now supporting him to claim other disability benefits
* Fire Service visit to carry out a Fire safety check, provide winter survival packs, smoke alarms and advice.
* Provided information on the Urgent needs and Support service provided by Lancashire County Council to enable him to get money for heating and to replace white goods that were considered dangerous by the Fire Service.
* Liaised with Social Services & customer to carry out an assessment to establish and meet social care needs. They are liaising with the landlord and reablement services to install grab rails and bannister rails. They are also working with the customer to have Telecare installed. He has declined a care package at this stage and wants to see how he gets on with the equipment and Telecare
* Working with a charity (church) to undertake a tidy up and clean of his property so it is in a much more habitable state.

**Preventative action and ongoing support.**

Work is ongoing with the customer through SRIT partners who are providing support to prevent them from falling back into difficult situations. In this case the support is to come from Social Services. Although, at this stage, the customer has declined their assistance as regards a care package, they have accepted some help as outlined above. The relationship has commenced, and a two-way dialogue is now open so that Social Services can monitor the situation and help when and if required. If appropriate they will be able to re-open the case with SRIT in the future.

**Results & feedback**

We have worked with other organisations to improve the health & wellbeing of a resident who has complex needs and was in a difficult situation.

He is extremely grateful and feedback on the activity has been extremely positive.

The Council we have also nominated the neighbour for a ‘Spirit of the Community’ award

**Appendix B – Customer Services Excellence Award. Summary of latest assessment**

**1. Summary**

1.1 We have been notified that the Gateway, Revenues & Benefits services have again achieved the Customer Service Excellence award.

1.2 This is the 18th year that we have achieved the Government standards set out for excellent customer experiences.

**2. Link to Corporate Priorities**

2.1 The achievement of the Customer Service Excellence award supports the Excellence & Financial sustainability priority by measuring the quality of service provided and benchmarking tis against Government set criteria.

**3. Rationale / Key Issues / Options / Reasoning**

3.1 The CSE (previously known as Chartermark until 2008) is a standard laid down by central Government that measures those areas that are a priority for customers.

3.2 It is made up of 5 criteria

* Customer Insight (relating to understanding customer needs and meeting them)
* Culture of the organisation (relating to organisational values)
* Information and Access
* Delivery
* Timeliness and quality of service

3.3 Each criteria has a number of elements (57 in total) that are independently assessed each year on a rolling programme (with every element being visited over 3 years)

3.4 CSE is designed to operate on three levels:

* **As a driver of continuous improvement.** By identifying and addressing areas in which we are less capable, we are always on an improvement journey. Services provided and customers’ expectations are ever changing and the CSE enables us to move with the times and maintain or improve the customer’s experience of dealing with the Council.
* **As a skills development tool.** By allowing individuals and teams within the organisation to explore and acquire new skills, they are better placed to deliver excellence to the residents.
* **As an independent validation of achievement.** By seeking formal accreditation we can demonstrate that the customer experience is at the heart of what we do, each day, every day. This has a positive effect on job satisfaction, motivation and morale.

3.5. Assessment has several stages. Initially, a group of staff work together to undertake a self-assessment exercise, which involves looking at each of the criteria in turn and how we meet them and ways in which we can demonstrate compliance. All elements need to be supported by documentary proof of compliance. There is a limited number of proofs that are allowed per element so we have to be selective about what to present. The team (in connection with the wider departmental teams) works together to discuss & decide upon, collate, review and upload the proofs to the CSE system for consideration.

3.6 A desktop assessment is carried out by our CSE Assessor and this is followed by a site visit

3.7 During the visit, the assessor;

* Speaks to customers
* Observes staff working and interacting with customers (Gateway every year and back office staff from departments if time allows)
* Speaks to staff (this year it was staff from each of the sections and staff who are new to the organisation)
* Speaks to partners (this year it was the Job Centre staff, on previous occasions it has been Key, Welfare Rights, Disc and other partners)
* Speaks to Head of Customer Experience
* Speaks to Director
* Speaks to Chief Executive (this year it was the Deputy CEO)

3.8 The purpose of the visit is to;

* Independently gauge customer experience and satisfaction with the level of service provided
* Independently gauge the culture of the organisation and attitudes to service provision
* Clarify documentation and seeks answers to questions raised as a result of the desktop review
* Review our attitudes, relationships with partners and co-working practices
* Discuss updates on any recent changes, any work in progress and future plans (which will form part of future assessments)
* Review progress against issues previously identified and provides help and advice to enable us to achieve compliance for areas where we are not, or where we are partially compliant

3.9 The assessor takes all the information and informs us of his decision in due course which is backed up by a comprehensive report on his findings.

3.10 **How did we do?** 2019 has been our best performance against the standards since we started, with 55 elements out of 57 being fully met (including 6 attaining ‘Compliance-plus’ status (where we exceed excellence)) and the remaining 2 being met partially.

3.11 The elements where are have achieved ‘compliance-plus’ status are

|  |  |
| --- | --- |
| Element | Descriptor |
| 1.3.5\* | We have made positive changes to services as a result of analysing customer experience, including improved customer journeys |
| 2.1.1 | There is Corporate commitment to putting the customer at the heart of service delivery and leaders in the organisation actively support this and advocate for customers |
| 2.1.6 | We empower and encourage all employees to actively promote and participate in the customer focussed culture of our organisation |
| 2.2.5 | We value the contribution our staff make to delivering customer focussed services, and leaders, managers and staff demonstrate these behaviours  |
| 3.4.1 | We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers |
| 4.3.2 | We have an easy to use complaints procedure, which includes a commitment to deal with problems fully and solve them wherever possible within a reasonable time limit |

\* *indicates compliance plus status newly achieved at this assessment*

3.12 The elements where we are partially compliant are

|  |  |
| --- | --- |
| Element | Descriptor |
| 4.1.3 | We consult and involve customers ,citizens, partners and staff on the setting, reviewing and raising of our local standards |
| 5.3.2 | Quality of service compares well with that of similar organisations |

Overall a very pleasing result.

**Appendix C - South Ribble Together Operating Model**

**Supporting our Communities**



**Level 3**

**Level 2**

**South Ribble Community Hub**

**South Ribble Integrated Team (SRIT)**

Multi Agency Support

COVID Support



**Level 4**

**Level 1**

Resident has disclosed or indicated that themselves or someone else is at serious risk.

Referrals can be made in accordance with Safeguarding Procedures for your organisation

**Safeguarding Contact / LCC**

Resident has multiple complex needs and requires multi-agency support.

Referrals can be made to SRIT via Refernet or referral form for issues including, social care needs, housing, substance misuse and mental health issues

Residents effected directly by COVID who need an extra level of support.

Referrals can be made to the South Ribble Community Hub for issues such as debt support, redundancy and food parcels

Residents needs can be met through a single agency response. Referrals can be made through Refernet, or via agreed referral pathway.

Resident has the capacity and means to work with the agency they are being referred to

**One Front Door Network**

**The South Ribble Partnership and the South Ribble Integrated Team have combined their networks of voluntary, statutory and charity organisations to create the One Front Door Network.**

**The aim of the One front Door Network is to provide our vulnerable residents with the best support possible, by closing the gaps between services and making referral pathways easier to navigate.**

Safeguarding

Single Agency Referral

**Single Agency Referrals**

For residents who are able to manage their own affairs, and it is clear which organisation would be best for supporting them, referrals should be made directly to the relevant agency.

The preferred method of making referrals is via Refernet. Many agencies within the One Front Door Network are signed up to Refernet, as are other agencies in South Ribble.

Refernet keeps an auditable trail of all referrals. It can also be used to identify services within your area as you can search by subject; for example; if you search for counselling services in South Ribble, it will provide you with a list of local counselling services.

 For any services not available on Refernet, please continue to use the organisation’s preferred method of contact such as telephone, email or referral form.

For more information on how to sign up to Refernet please contact Guy Simpson (CAB) email: gsimpson@calancs.org.uk

**Safeguarding**

For any residents identified as a safeguarding risk please follow your organisations safeguarding procedures. This will usually involve contacting your Safeguarding Lead, who will make a referral toSafeguarding at Lancashire County Council.

For further guidance: <https://www.lancashire.gov.uk/health-and-social-care/safeguarding/>

If someone is at immediate risk of harm, please contact the Emergency Services on **999**

**South Ribble Integrated Team**

For individuals or families with multiple complex needs or who are unable to navigate services without additional support, please refer them to the South Ribble Integrated Team (SRIT).

The SRIT Team is made up of statutory organisations including South Ribble Borough Council, Lancashire Police, Lancashire Fire and Rescue, Adult Social Care, Community Mental Health and Child & Family Wellbeing

Consent is needed for all referrals. Referrals can by made via Refernet or email with a completed referral form.

Contact: Justine Green SRIT Coordinator

 email: SRIT@southribble.gov.uk

**South Ribble Community Hub**

For any residents who have been impacted by COVID-19 and need additional support, referrals should be made to South Ribble Community Hub.

South Ribble Borough Council and Citizen’s Advice Bureau are working in partnership to provide support for residents who may need support with issues such as redundancy, social isolation, benefits advice, support to obtain food or prescriptions.

Referrals can be made via Refernet, phone: 01772 625625

or email: covid19support@southribble.gov.uk

**One Front Door Network**

The South Ribble One Front Door Network has been created in the hope of; tackling issues arising from COVID-19, to close the gaps between services and to improve communication between organisations.

The network is made up of voluntary, statutory and charity organisations.

Every month the meetings will have key speakers invited which will provide organisations with a chance to raise awareness of the services they offer.

 “Hot Topics” or “Trends” will be discussed to identify gaps or emerging issues and plug those gaps at the earliest opportunity.

By raising awareness of what services are in South Ribble we can hopefully create more referral pathways for our residents and reduce the amount of time our residents will wait to access services, getting them the best support in the quickest way possible.

We will also be sending out a monthly E-newsletter to share important information across organisations.

For more information on how to join the One Front Door Network or joining the E-newletter mailing list, contact:

Justine Green by email:

SRIT@southribble.gov.uk

Or phone:

07814 853 090