
Secretariat memorandum

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Agenda item 10
CA013
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Casework Review Update

1 Purpose of report

- 1.1. To update the Committee with progress on the casework review, as discussed in detail at the last meeting (Ref. CA003, 22.4.09).
- 1.2. In progressing the work priority has been given to those areas most likely to contribute to improved performance. Hence the priority has been to ensure staff resources are available to deal with casework and to procure new complaints software.
- 1.3. Work to further improve the quality of the casework will be developed over the next couple of months.

Recommendation:	Progress:
1. Capacity and resources	
1. Ensure adequate staffing resources are available to deal with casework.	<ol style="list-style-type: none"> 1. Interim caseworker appointed 6 May for 3-6 months to cover long-term sickness absence in team. 2. Use of temporary admin staff to cover long absence on reception or to deal with administrative aspects of work peaks - Agency staff used to cover additional administrative work late June/early July. 3. Policy Officer trained to close cases and to act as our link with the Research & Development team. Initial training took place and will be followed up when Casework Manager returns to work.
2. Reduce volume of work coming into team.	<ol style="list-style-type: none"> 1. Suggest TfL change their `0845` complaints number on buses to a `020` or `030` number - Discussions in hand with TfL Buses (started late May). 2. Ask service providers to include additional sentence in standard correspondence asking passengers who take forward appeals to enclose copies of original complaint/correspondence - In hand to complete by end of August. 3. Improve Frequently Asked Questions on website - This will be linked with the website redesign for completion by end of September.
2. Policies and procedures	
	<ol style="list-style-type: none"> 1. Mechanisms to be established for agreeing action in respect of complex cases, ensuring these are timely and consistent – Weekly meetings to be established when Casework Manager returns to work. 2. Policy aspects of casework to be reported to Consumer Affairs Committee – Implemented and ongoing. 3. Document amendments for day procedures. 4. Initial discussions held with Casework Team in May but detailed documentation of procedures to be linked with the software procurement and development.
Recommendation:	Progress:

3. Casework monitoring software	
1. Procure new casework monitoring software.	<ol style="list-style-type: none"> 1. Consultant appointed – 22.5.09. 2. Specification completed – 21.6.09. 3. Invitation to bid sent to six companies – 22.6.09. 4. Bids returned – 6.6.09. 5. Initial sifting/short listing – 6.7.09. 6. Contact short listed companies – 9.7.09. 7. Presentation by short listed companies – 15.7.09. 8. Visit to see product in action – 22.7.09. 9. Contract awarded – 24.7.09. <ul style="list-style-type: none"> - Design & implementation training – Aug/Sept 09. - New system operational – 1.10.09.
4. Committee reporting	
	<ol style="list-style-type: none"> 1. Amend style of reports to Consumer Affairs Committee using existing performance indicators but changing presentation of performance information – To be implemented by November meeting. 2. Informal reporting of successful cases closed – Success of the Week implemented.
Phase 3 of Review	
1. To ensure our casework reflects the highest quality standards and that caseworkers are well trained to enable them to promote best practice in customer service and to ensure that operators work within industry guidelines and correctly interpret their legal requirements.	1. This work will be further developed through August and September.