INTERNAL AUDIT FOLLOW UP OF RECOMMENDATIONS REPORT

Oxford City Council – Fusion Follow up

January 2020

Summary

The Fusion follow up report was limited on both Operational effectiveness and Design as a result we carried out a separate follow-up review on the Fusion review to ensure they were implemented.

**FUSION RECOMMENDATIONS**

* Nine recommendations are due for follow-up with recommendations due prior to the end of **December 2019**
* Previous recommendations may simply have a revised date that is post this Committee and therefore will be picked up at the next Committee
* Of the Nine recommendations:
  + Seven Medium recommendations are fully implemented
  + Two Medium recommendations are incomplete and have been revised for the second time.

Recommendations: Complete

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| Audit | Recommendation made | Priority Level | Manager Responsible | Due Date | Current Progress |
| Fusion | Fusion to ensure they speak with their back office/central staff to identify how these communications are issued and how responses are managed to ensure only text messages and emails go out to individuals who will be followed up | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  Feedback is completed via verbal communication. Recent examples where this has taken place include customer based issues at the Lys and OSP.  **IA Comments:**  It was verbally communicated to staff which fulfils the recommendation. |
| Fusion | Customer forums/panel meetings dates should be set out for the year ahead and all must take place at the date expected | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  Meet the Manager dates have been set in Nov/Dec for the next 12 months, as displayed on our website. Formal panel meetings are set by the panels and as such are only set some three months ahead.  **IA Comments:**  Customers are made aware of dates to attend forums/panels and opportunities to meet management in advance. |
| Fusion | Feedback surveys from each group should take place at set frequencies which are agreed for the year in advance | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  Feedback surveys are a contractual requirement, being completed every 24 months. They are due next in 2020.  **IA Comments:**  Implementation of surveys is complete and frequency is clear. |
| Fusion | Protocols should be set out for when minutes of customer forum/panel meetings are issued post a meeting – this should be no longer than two weeks after any given meeting | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  On site meeting notes are emailed to customers within two weeks of the forum/panel meeting and displayed on the website.  **IA Comments:**  The recommendation has been implemented |
| Fusion | Customer forum/panel attendees should be emailed/written to by letter to ask what format they would like minutes in. This should then be logged and agreed protocols followed | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  Customers have been consulted in formal meetings. This is agreed to suit all attending the meeting.  **IA Comments:**  The recommendation has been implemented as customers have been consulted. |
| Fusion | A customer forum/panel member orientation pack should be developed which sets out expectations and responsibilities of attendees and issued within 1 month of a new member joining | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  A customer forum/panel orientation pack is being developed and sent it members. This will provide them with information about the panel and their responsibilities.  **IA Comments:**  The orientation pack provides panel members with adequate information about their responsibilities. |
| Fusion | Fusion should set an action plan for each site about how to achieve greater engagement with customer forum/panels and demonstrate improvement to the Council | M | Lucy Cherry | ~~31/03/2019~~  31/10/2019 | **Council’s Comments:**  Fusion has taken the approach to both run formal panel meetings and informal ‘Meet the Manager’ sessions in order to fully engage with all users.  **IA Comments:**  Informal and formal engagement with customers is in place. |

Recommendations: Incomplete

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| Audit | Recommendation made | Priority Level | Manager Responsible | Due Date | Current Progress |
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| Fusion | Fusion should invest in the social media platforms to either direct customer to the main complaint system or use these platforms more effectively as a complaint forum by advertising this as such | M | Lucy Cherry | ~~30/06/2019~~  ~~31/10/2019~~  29/02/2020 | **Council’s Comments:**  This recommendation is under development.  **IA Comments:**  The recommendation is incomplete but in progress. Therefore, this will be followed up as part of the next follow up process. |
| Fusion | Fusion should identify all means by which customers can complain in addition to Market Force and analyse these sources and report them to the Council to ensure completeness in the data reported | M | Lucy Cherry | ~~30/06/2019~~  29/02/2020 | **Council’s Comments:**  Fusion has always had a formal complaint reporting process. They have been reviewing the effectiveness of the existing system and how they continuously improve awareness. Additionally, Fusion have very recently replaced their previous supplier ‘ Market Force’ with another provider, who Council Officers have met with and will regularly do so in the future.  **IA Comments:**  The market force system has now been replaced and all avenues of complaints have been reviewed. Fusion continues to seek advice from the software providers regularly. However, Fusion is yet to confirm whether they have comprehensive feedback reported to the Council. Therefore, this will be followed up in the next follow-up process. |

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