

Audit Committee – Customer Services Update

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Recent Developments

- Customer services now forms part of the Customer and Digital Services team. It is proposed as part of the MTFP savings target and the teams transformation agenda that the service will undergo a restructure prior to April 2019.

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Current position

- Over the last 6 months workload in the contact centre has been significantly increased as a result of the implementation of a new financial automated payment system. As a result it has been no further surveys have been conducted via the contact centre or face to face services. The introduction of the new telephony system during the next 3 months will allow the organisation to carry out immediate surveys with the customer following service requests.
- As part as our business as usual procedures we continue to evaluate informal feedback from customers and review call recordings to gauge the quality of service provided. Team leaders hold regular performance meetings with staff to ensure we are serving the customer in line with the corporate customer service standards.
- The Team are currently in a period of change with the introduction of new and immerging technologies to provide alternative interaction methods with the Authority. As part of the implementation of technologies Officers will be introducing opportunities for Customer feedback as part of the standard service.

Customer Service Standards

- The Authority's Customer Service Standards are now in place and work is ongoing with SMTs across the organisation to embed these standards into the culture of the organisation.

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Thank you

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