

Priority 1: Our commitment to a customer first ethos

Our commitment:

- To ensure customers are advised when their enquiry is passed on to another member of the team or service area for resolution

Purpose:

- We will ensure that the customer voice is central to our decision making when we look at how our services are designed in the future. We'll also share learning and best practice across the organisation.
- To be transparent and keep residents informed throughout their customer journey. Being clear, respectful and responding in a timely manner.

2029 Outcomes:

The Customer Service management team will:

- Work with service areas to continually review the customer journey, measuring, monitoring and providing feedback regarding performance against service standards
- Embed existing customer champions across service areas, which will be linked to the launch of the strategy
- Produce a clear handover of communication between teams when transferring enquiries and expectations on response times.
- Set a standard of communication within teams.
- Ensure consistency of messaging via phone, email, online form or in person.
- Implement Training and development plans to respond to feedback and improve our offer
- Embed the customer voice into our performance appraisals across the authority



Priority 1: Our commitment to a customer first ethos



Priority 2: Access to multiple service channels



Priority 3: Accessibility and inclusion



Priority 4: Regular Training



Priority 5: Technology