

Priority 4: Regular staff training

Our commitment:

- We will ensure our staff receive regular training to enable them to respond to enquiries with accurate information

Purpose:

- To ensure all staff have knowledge, skills and confidence to deliver excellent customer service across all service areas.
- To stay current with changes in policy and procedure and service area updates.
- Our aim is to support all residents effectively across all contact channels.

2029 Outcomes:

- Development of staff learning plans to increase staff confidence through training
- Develop our knowledge-base for use by customers, staff and virtual assistants
- Training to better improve staff understanding and response to feedback
- Embedding a learning culture about customer service across our teams



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