

Title of Report	CUSTOMER SERVICES PERFORMANCE AND PROGRESS	
Presented by	Tom Shardlow Head of Customer Services	
Background Papers	Customer Experience Strategy	Public Report: Yes
		Key Decision: No
Financial Implications	None	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	None	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	None	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To appraise members of the Corporate Scrutiny Committee of the progress and performance of Customer Services and to update members of any forthcoming work to further this progress.	
Recommendations	THAT MEMBERS NOTE THE CONTENT OF THE REPORT AND ACCOMPANYING PRESENTATION.	

1.0 BACKGROUND

- 1.1 Historically, the level of experience that a customer receives when contacting North West Leicestershire District Council has been variable.
- 1.2 The call centre and face to face centres have offered extended wait times, with high rates of customers disconnecting before their call was answered.
- 1.3 In June 2018 the newly created post of the Head of Customer Services was filled, with the post holders initial focus being improving customer experience.
- 1.4 In late 2018 a Customer Experience Strategy was drafted and subsequently adopted by Cabinet, which outlined the Council's ambition to deliver an improved customer experience.

2.0 PRESENTATION

- 2.1 The presentation accompanying this report is presented to Corporate Scrutiny to outline, the progress to date, continuing areas of focus, and next steps.
- 2.2 Specifically the presentation covers:
 - Customer Service performance
 - Digital services
 - Self-service
 - Access and Inclusion
 - New technology
 - Wider customer service improvements

2.3 Members of Corporate Scrutiny Committee are invited to ask questions and seek clarification as required.

Policies and other considerations, as appropriate	
Council Priorities:	Our communities are safe, healthy and connected
Policy Considerations:	None identified
Safeguarding:	None identified
Equalities/Diversity:	The presentation makes reference to the accessibility and inclusivity of our customer spaces.
Customer Impact:	The presentation details work which has a direct relationship with customer experience.
Economic and Social Impact:	None identified
Environment and Climate Change:	None identified
Consultation/Community Engagement:	None identified
Risks:	None identified
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