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POLICY SCRUTINY GROUP

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To: Councillors Seaton (Chair), K. Harris (Vice-Chair), Brookes, Hamilton, Hunt, Murphy, Paling, Parton, Shepherd and Smith (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Policy Scrutiny Group to be held in Committee Room 2 - Council Offices on Tuesday, 9th April 2019 at 6.30 pm for the following business.

Chief Executive

Southfields
Loughborough

1st April 2019

AGENDA SUPPLEMENT – PRESENTATIONS

6.   CUSTOMER SERVICE STRATEGY   3 - 9

   The Head of Customer Experience will give a presentation at the meeting regarding progress with delivering the Customer Service Strategy.

7.   ICT STRATEGY   10 - 15

   The Head of Customer Experience will give a presentation at the meeting regarding delivery of the ICT Strategy.

SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is …?
- What risks have been identified and how are they being addressed?
- What are the financial implications?

- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?

Customer Service Strategy 2016-2020 Update April 2019

Background

- Strategy was developed and approved Nov 2016

- Now in 3rd year of 4 year strategy , ends 2020

- Within the Strategy there are 4 main themes:
  - Customer Insight
  - Culture
  - Access
  - Quality

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Customer Insight

Understanding who our customers are as well as understanding their needs

- Introduction of the Customer Experience Team

- Implementation of Acorn Customer Profiling tool

- Co-designing services with our customers

- Monitoring of feedback and satisfaction comments

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Culture

Commitment to delivering customers-focussed services, promoting a culture of customer excellence in our staff, working together for the customer

- Retention of the Customer Service Excellence Award
- Introduction of a 'Customer Promise'
- Co-location of Job Centre Plus and Police enquiries in Southfields
- Partnership relationships with multiple organisations e.g Charnwood CAB, Clockwise etc
- Training

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Access

Making it easy to contact us, providing a consistent approach to dealing with our customers and optimising the use of technology

- Introduction of wide variety of online forms including, missed bins, Housing Benefit make a claim, garden waste, bulky item collection etc.

- Updated and modern corporate website – fully mobile optimised, easier navigation

- Introducing web chat facility to our website in coming months

- Introducing on line portal to our website

- Improved the Public access computer area in reception, more privacy.

- Borough wide access to IT

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Quality

Handling queries at the first point of contact, monitoring and improving customer service standards, keeping the customer informed and deal effectively with problems

- Regularly review processes to keep information up to date & accurate

- Refresh staff training to keep all staff up to date with changes to processes and legislation

- Introduction of call recording in contact centre to monitor call quality

- Ongoing customer satisfaction monitoring through Govmetrics for both phones, face to face and web

- Review and update of Customer Standards

- Review of Corporate Complaints Policy

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Questions?

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ICT Strategy 2016-2021
Update April 2019

Background

- Strategy was developed and approved in May 2016

- Strategy is now in its 3rd year

- Main themes:

  - Customer agenda - to enable customers to access the Council's services online and have their requirements fulfilled, where practical, through digital solutions

  - Business agenda - to enable the Council services to make effective use and obtain the maximum benefit from the use of ICT

  - Technical agenda - to provide a robust, reliable, effective and resilient infrastructure for the efficient delivery of ICT

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Customer agenda

To enable customers to access the Council's services online and have their requirements fulfilled, where practical, through digital solutions

- Development of online self service portal
- Upgrade to telephony system offering additional functionality and improved waiting facilities
- Upgraded website to enable improved accessibility and ease of use
- Introduction of Webchat facility
- Introduction of call recording for quality monitoring
- Introduction of secure telephony solution to meet credit card security requirements

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Business agenda

To enable the Council services to make effective use and obtain the maximum benefit from the use of ICT

- Quarterly meetings of ICT Steering Group and ICT user group

- Review and consolidation of systems

- Quarterly SLA meeting with all Heads of Service

- Mobile and field working

- Training and development

- Restructure of ICT Team

- Back up generator to support IT system

- Introduction of offsite back up arrangements with Leicester City Council

- Support of corporate or service initiatives such as; SMART working, Office accommodation etc.

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Technical agenda

To provide a robust, reliable, effective and resilient infrastructure for the efficient delivery of ICT

- Support of approx. 575 staff including Councillors, all CBC staff, Capita HDC Contact Centre, LCC staff (HR, H&S), Fusion partners (with Leisure)

- Assessment of cloud-based facilities to host IT infrastructure

- Upgrade of corporate telephone system

- Upgrade of VDI environment

- Regular 'IT Heath check' completed

- Upgrade to Office 365

- Upgrade to Share point

- Refresh of printers and printer contract

- Compliance with all system security requirements

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Questions??