

Council Plan Progress Update

Core Services –
Customer Service & IT

June 2024





Lead Member Introduction

At the forefront of our Council Plan is the need for us to deliver good quality customer service. Most of our residents won't want to have to contact the Council, so when they do it is really important that they get a level of service that they rightly deserve.

We need to make sure that when customers want to contact us online (as the majority do), our forms and processes are easy to follow. When they phone us up or visit us in our office, we need to get to them as quickly as we can and aim to help them at the first point of contact.

This update is the first against the Customer service and technology actions within the Council Plan Core services theme.

Some of the key highlights during this period include:-

- An enhanced reception area opening at Follaton House, with self-service PC's, a staffed reception desk and new meeting facility.
- Identification of key systems to prioritise for migration to cloud hosting – improving the resilience of our IT systems
- 96% of the 288 calls to our Benefits team during May were answered in under 8 minutes – up from 59% the same time last year!

Cllr Nicky Hopwood

Lead Member Customer Service & IT

3	Activities on track and within budget
2	Activities slightly off track but with a plan in place to bring back on track
0	Activities off track with no clear or agreed remediation plan
0	Activities not yet due to start



Primary Aim 1 – Make sure all residents can access the services they need easily, however they chose to do so

Overall Status On Track

Action Ref CS1.1 – Review all customer contact routes to guarantee consistency for our customers including delivery of a new website

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
A new Council website and review of customer contact routes	The Councils new website has been implemented and remains under review. Phone and web satisfaction surveys are well established with good data coming in	None	Roll out of end of process surveys to understand the satisfaction of the whole process (not just initial contact)	Underway & On Track

Action Ref CS1.2 – Strengthen resilience of Council systems to enable the council to continue to deliver services to its residents

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
A review of all in-house systems which identifies those which can be cloud hosted	A review of core IT systems is ongoing with priority system identified. This include both our Financials System and Revenues and Benefits systems. Project plans are being developed to move these to cloud hosted, increasing resilience of these core systems.		Delivery of migration of financials and revenues and benefits	Underway & On Track

Action Ref CS1.3 – Reopen and enhance the reception at Follaton House

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Reopen reception with a staffed desk, enhance with a community hub and ensure we take steps to deliver a dementia friendly experience	The Follaton House reception is now reopened following a refit to ensure it offered accessible and welcoming access. Overall, the majority of customers are for our tenants with the majority of the customers for SHDC self-serving on PC's within the reception area.	Complete	Complete	Complete



Primary Aim 2 – To get things right the first time and respond in a timely manner

Action Ref CS 2.4 – Monitor and report on overall customer satisfaction with Council services

Deliverable	Highlights	Key Risks / Issues	Next 6 months	Status Rating
Undertake an Institute of Customer Service Satisfaction Survey	We provide triangulation between our web/ phone contact survey and process satisfaction survey for a rounded view of customer experience.		Institute of Customer Service survey planned for second half of the year	On Track
Include an overview of customer satisfaction as part of refreshed KPI's	A suite of revised Key Performance Indicators has been agreed with the Overview and Scrutiny Committee with the first report being considered alongside this report on 27 th June 2024. The new measures include internal complaints data (rather than the Local Government Ombudsman annual stats) and satisfaction of the customer contact routes.			Complete

