



# Oadby & Wigston

## BOROUGH COUNCIL

### **Customer Service Standards - Customer Service Improvement Team**

#### **Service Overview**

The Customer Service Improvement Team analyse performance, complaints, customer satisfaction and customer journeys to look at how this is impacted by process, policy and technology. They work with the Senior Leadership Team and all Service Areas across the Council to increase the overall organisational capability and performance, driving customer service excellence and continuous improvement forward.

The Team support service areas to both measure and improve their customer experience. They take the leads on promoting and maintaining a culture which puts customers first.

The Team are responsible for managing the Customer Service Excellence Award Process, ensuring that there are incremental improvements made for successful attainment each year of the 3 year cycle.

#### **Our Customers Promise**

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

#### **Our Customer Groups**

Our main customers are all staff members/departments within the Council. The work we carry out benefits and improves services for all external customers across the borough, including residents, businesses and visitors.

#### **Our Partners**

We work in partnership with Learning pool (our E learning software provider) Assessment Services (Customer Service Excellence Award assessors) Other Local Authorities for benchmarking/best practice sharing.

## Access

Our customer can access our service by in the following ways:

### **Phone/Email/Teams**

By calling or emailing The Customer Service Improvement Manager or Customer Service Improvement Officer directly

## Our Standards

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Contact us by phone/email/Teams	Aim to answer your call straightaway, if we are unavailable we will get back to you on the next working day	1 working day
Have an idea for improving your service area	Work with you to consider your ideas and make recommendations	Support service areas and implementation of improvement
Want to measure Customer Satisfaction in your service area	Work with you and recommend the most appropriate way to measure  Review results and support you in making improvements	To Increase number of Service Areas measuring satisfaction  Carry out a number of surveys to measure Customer Satisfaction across the Council  100% of survey review meeting held to analyse survey results and drive improvements
Want help to measure performance in your service area	Advise you the best way to measure  Where this relates to customer enquires design and run reports on a monthly basis  Review/Monitor results	100% of requested reports run monthly  100% of Performance Review Meeting held and performance report produced monthly

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Receive complaints in your service area	<p>Provide guidance and training on how to best handle these</p> <p>Measure/analyse complaints handling across the council identifying trends and making recommendation for improvements</p>	<p>Annual Complaint Policy Review Complaints Training provided</p> <p>100% monthly review meetings held Bi-annual complaints report produced</p>
Work for the Council	Support you to improve Customer experience and drive continuous improvement forward	Achievement of the Customer Service Excellence Award (annually)
Work for the council and access E-Learning	Play a key role in the organisation to keep the learning pool platform fresh and updated to ensure staff get the most out of the system	Regular checks of OWBC courses