

Customer Service Standards – Policy, Performance and Transformation Team

Service Overview

The Policy, Performance and Transformation 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 ensuring policies are up to date and accessible as well as taking the lead on service transformation across the Council.

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 Policy, Performance and Transformation Manager directly

Our Standards

When you	We will	Timescale/Target
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	2 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	Carry out a number of surveys to measure Customer Satisfaction across the Council via online forms. 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
Receive complaints in your service area	Provide guidance and training on how to best handle these Measure/analyse complaints handling across the council identifying trends and making recommendation for improvements	Annual Complaint Policy Review Complaints Training provided Bi-annual complaints report produced