

**COMMUNITY WELL BEING PDG  
18 SEPTEMBER 2018**

**Review of Customer Care Policy**

**Cabinet Member(s):** Councillor Margaret Squires  
**Responsible Officer:** Group Manager for Business Transformation and Customer Engagement

**Reason for Report:** Review of the Customer Care Policy

**RECOMMENDATION:** To recommend the content of the reviewed Customer Care Policy

**Relationship to Corporate Plan:** To ensure that people have access to the services or information they need, via the channel of their choice.

**Financial Implications:** None

**Legal Implications:** To ensure that all staff are aware of data protection requirements, along with their duties under the Equality Act 2010.

**Risk Assessment:** None

**Equality Impact Assessment:** To be completed in conjunction with Channel Access Strategy.

**1.0 Introduction**

- 1.1 The Customer Care Policy was last reviewed in September 2014. The key requirements for providing a good customer service remain unchanged; the policy is therefore little altered from the previous version.
- 1.2 The provision of good customer service is important for every employee of Mid Devon District Council to understand. It is not service specific and applies across all services and posts.
- 1.3 This policy sets out the level of customer service that customers can expect from us when using the contact method of their choice.

**2.0 Customer Contact Targets**

- 2.1 As part of the Channel Access Strategy and Business Transformation work we will be reviewing our service targets to ensure that they are robust but achievable. See Appendix 1.
- 2.2 We continue to see a shift in our customer behaviour with an increasing shift to digital contacts. Number of Contacts – In 17/18 the council received the following contacts:

Face to Face	30,202
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Telephone	373,000 +
Emails	over 1 million
Web Forms Submitted	48,781

### 3.0 Customer Charter

3.1 Our Customer Charter is available in our reception area at Phoenix House and is published on our Website. It sets out what customers can expect from us and how they can help us to deliver a more efficient and effective service.

### 4.0 The Future

4.1 This policy will underpin the Channel Access and Community Engagement Strategies that are being reviewed. Changing technology alone does not make us more efficient, providing good customer services is a combination of having the right people, in the right place at the right time to serve our customer needs. The Channel Access and Business Transformation projects will guide the organisation toward understanding what our current and future customer need is and working with services and training staff to be able to deliver it.

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**Circulation of the Report:** Councillors Margaret Squires and Colin Slade, Group Managers, Leadership Team and Community PDG

**List of Background Papers:** Customer Care Policy 2014 v3