

**COMMUNITY WELLBEING PDG
16 NOVEMBER 2021
REVIEW OF CUSTOMER CARE POLICY**

Cabinet Member(s): Councillor Nikki Woollatt, Working Environment Portfolio
Responsible Officer: Lisa Lewis, Corporate Manager for Digital Transformation and Customer Engagement

Reason for Report: Review of the Customer Care Policy

Recommendation: To recommend to the Cabinet the content of the reviewed Customer Care Policy and Standards

Financial Implications: None

Budget and Policy Framework: 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.

Relationship to Corporate Plan: The policy underpins the core values of Mid Devon District Council as stated in the Corporate Plan around People, Performance, Pride and Partnership.

Impact on Climate Change: None

1.0 Introduction/Background

1.1 The Customer Care Policy was last reviewed in August 2018. The key requirements for providing a good customer service remain unchanged; however the policy has been amended to ensure ease of understanding and a separate document created to establish expected Standards of Customer Service across the council (Appendix A).

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 and associated standards sets out the level of customer service that customers can expect from us when using the contact method of their choice.

1.4 Appendix A shows the proposed standards, but not the final document design. This will be created on adoption of the agreed policy/standards.

2.0 Customer Service and Continuous Improvement

2.1 Work has commenced over the last twelve months in response to a Customer Experience Working Group and subsequent set of recommendations. These recommendations now form a Customer Service Improvement Plan as reported to Scrutiny in April 2021, with a subsequent update to the same committee in October 2021.

2.2 The portfolio holders for Working Environment and Continuous Improvement have been involved in the initial review of that Policy and discussions around the creation of the Standards attached at Appendix A, as well as work in implementing the Customer Service improvement plan.

2.3 On approval of the Policy and Standards, work will commence on the planning and delivery of Customer Service training and awareness to all staff and members to ensure we are appropriately skilled and have a common understanding of what good Customer Service looks like.

2.4 As part of Customer Service improvement plans we will also be working with the portfolio holders for Working Environment and Continuous Improvement toward the creation of a Vulnerable Customer Policy. We will also review our activities in each service to ensure that we are able to meet the needs of these customers.

3.0 Customer Care Policy

3.1 Our Customer Care Standards will be available in our reception area at Phoenix House and published on our Website. The standards will set out what customers can expect from us.

Contact for more Information: Lisa Lewis, Group Manager for Business Transformation and Customer Engagement, Tel. 01884 234981, email: llewis@middevon.gov.uk

Circulation of the Report: Councillors Nikki Woollatt, Portfolio Holder Working Environment, Corporate and Operational Managers, Leadership Team

List of Background Papers: Customer Care Policy 2021 V4