

# Customer Services



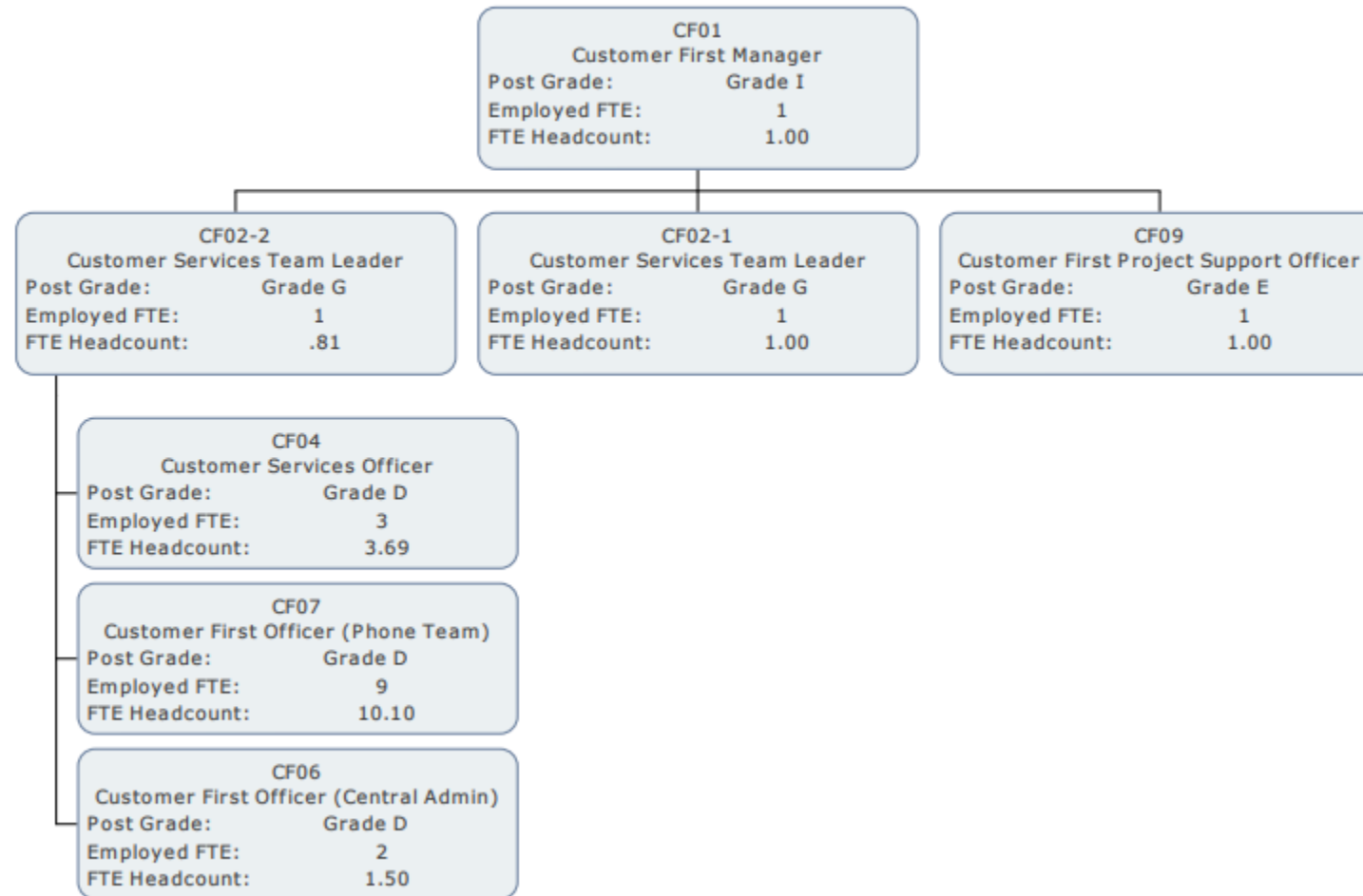
Lynsey Chilcott

Customer Service Manager

# Agenda

- Structure of Customer Services
- What We Do
- How things are changing
- Reporting issues
- Q&A

# Structure



# What we do

Staff trained to answer wide range of enquiries:

- General enquiries
- Housing
- Housing Repairs
- Waste & Recycling (including Trade Waste)
- Garden waste permits
- Housing benefits – assisted form completion
- Electoral Registration
- Care Services
- Environmental Services
- Payments
- Compliments comments and complaints
- Visitors/interview rooms
- Appointments for enquiries
- All incoming and outgoing post
- Printing and copying

# What we do

## Accessibility – Meeting Customer Needs

- Assessing Customer Needs on Arrival/contact
- Providing appointments for assisted claims
- Providing appointments where face to face is needed
- Arranging access to Interpretation Services – Language Line
- Type Talk for hearing impaired
- Providing information in alternative formats, e.g. large print

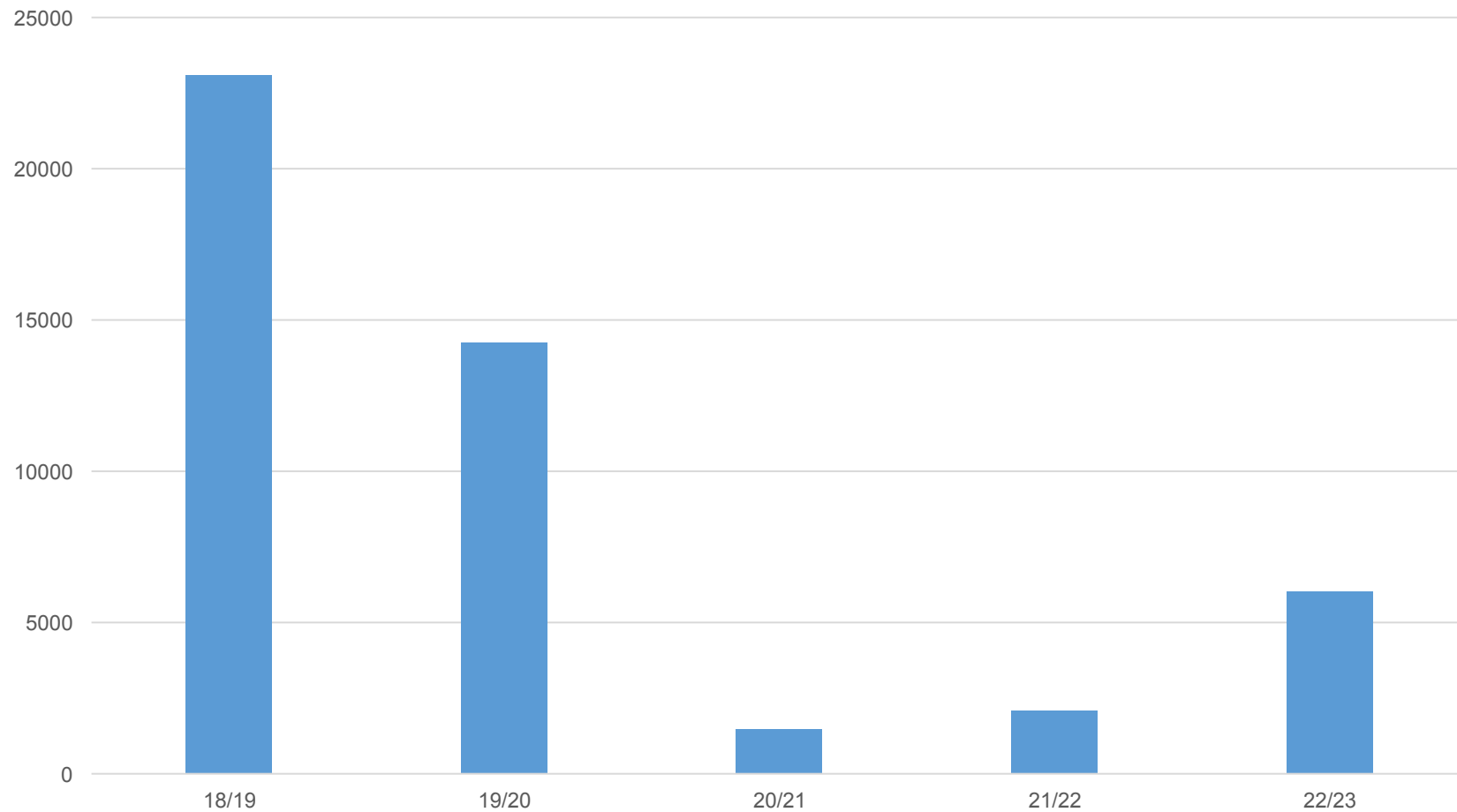
# What we do

From 1 April 2022 to 31 March 2023 customer services:

- Answered 91867 telephone calls
- Saw 6021 customers face to face
- Received 20129 emails
- Sent 89057 items of franked mail
- Sent 72380 clean mail items
- Scanned 22911 items of incoming mail

# How things are changing

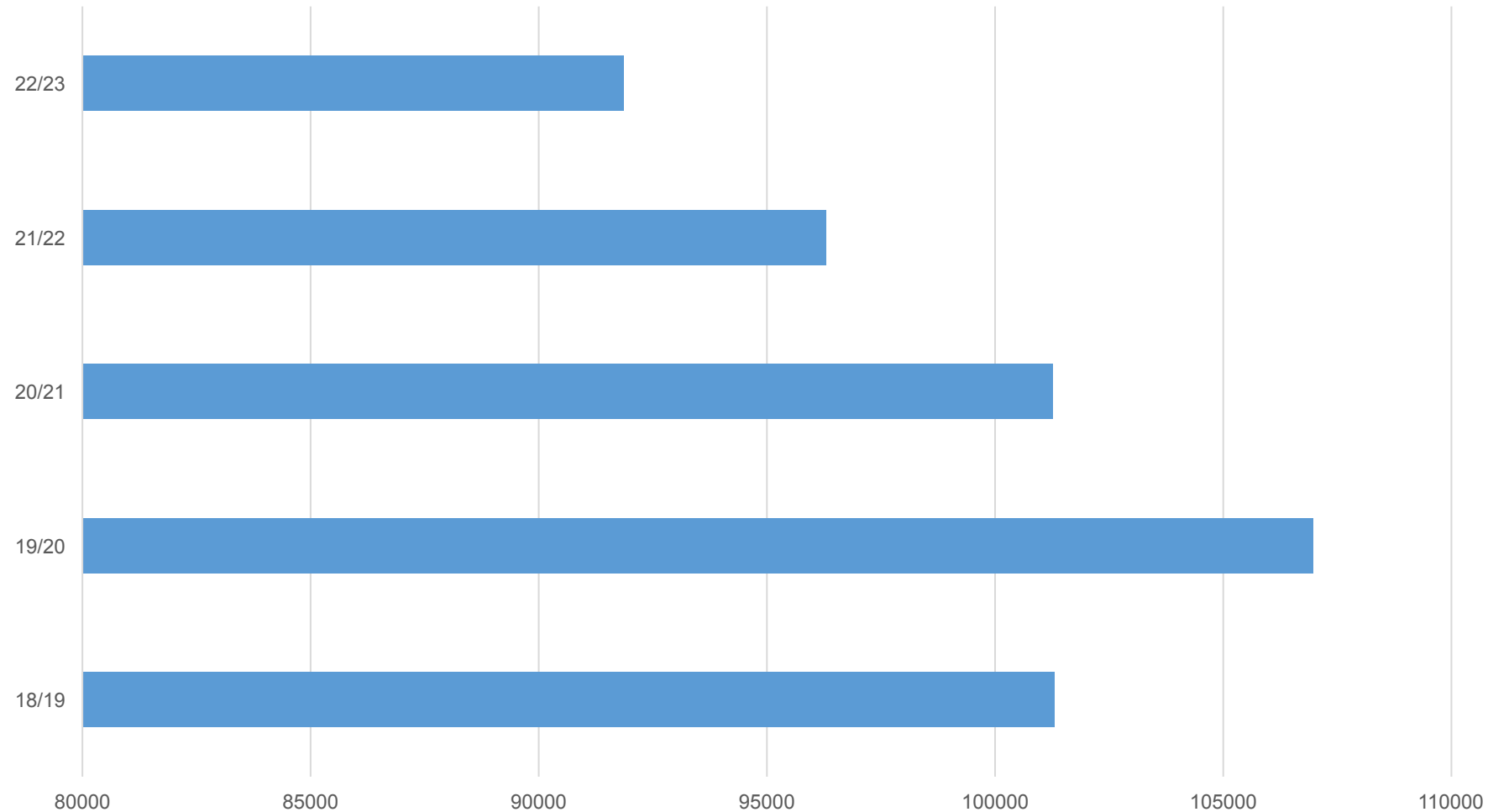
Visitors for enquiries





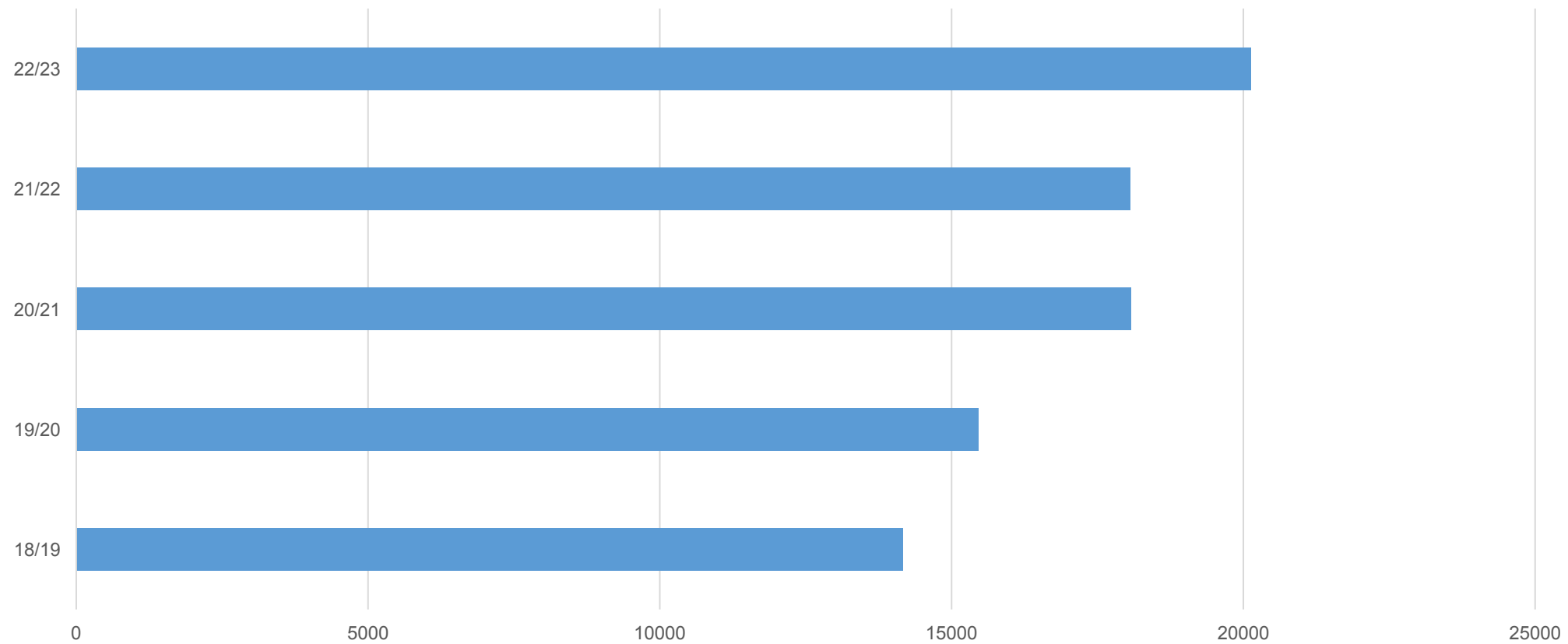
# How things are changing

Telephone calls

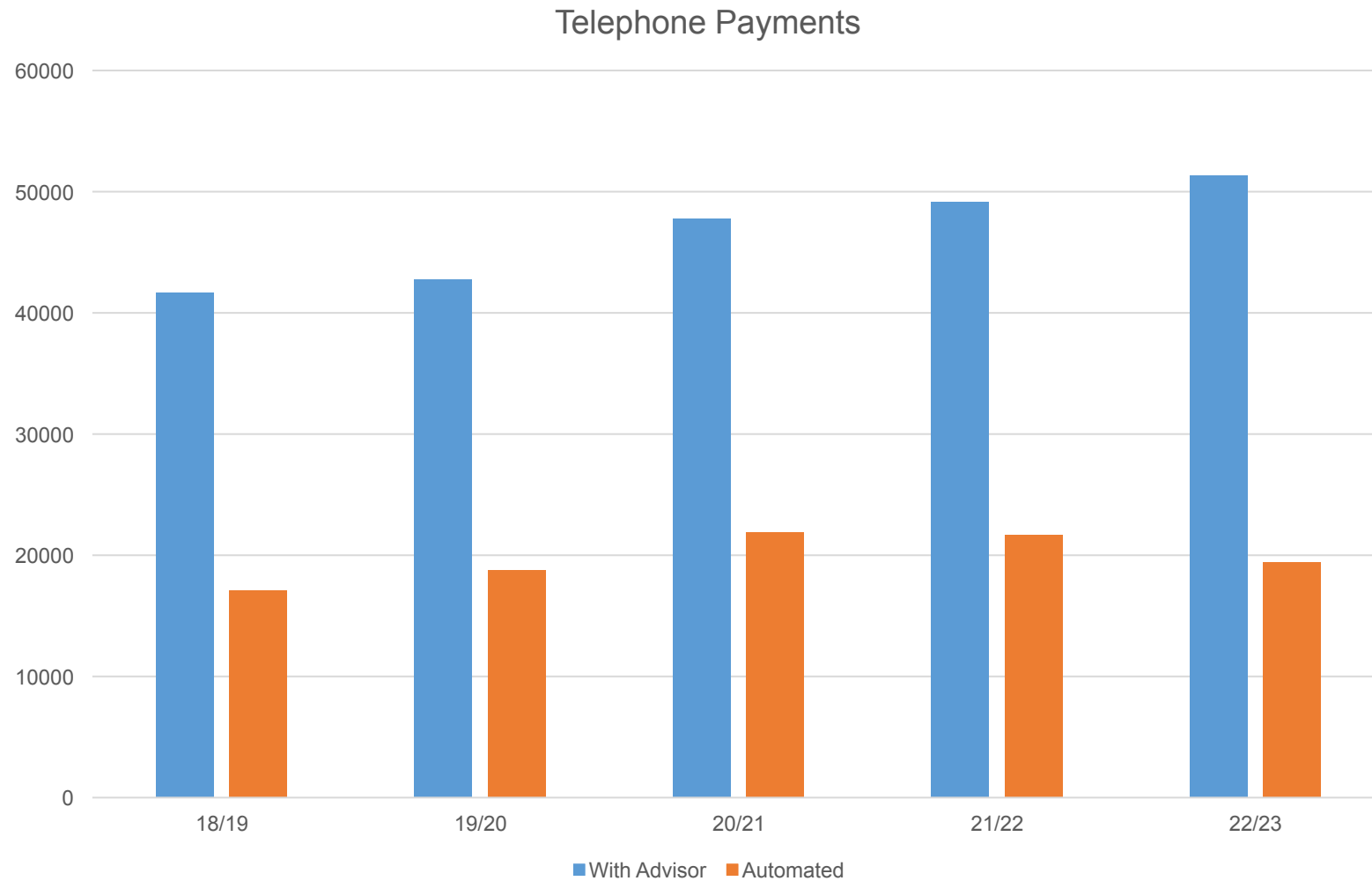


# How things are changing

Emails to Customer Services

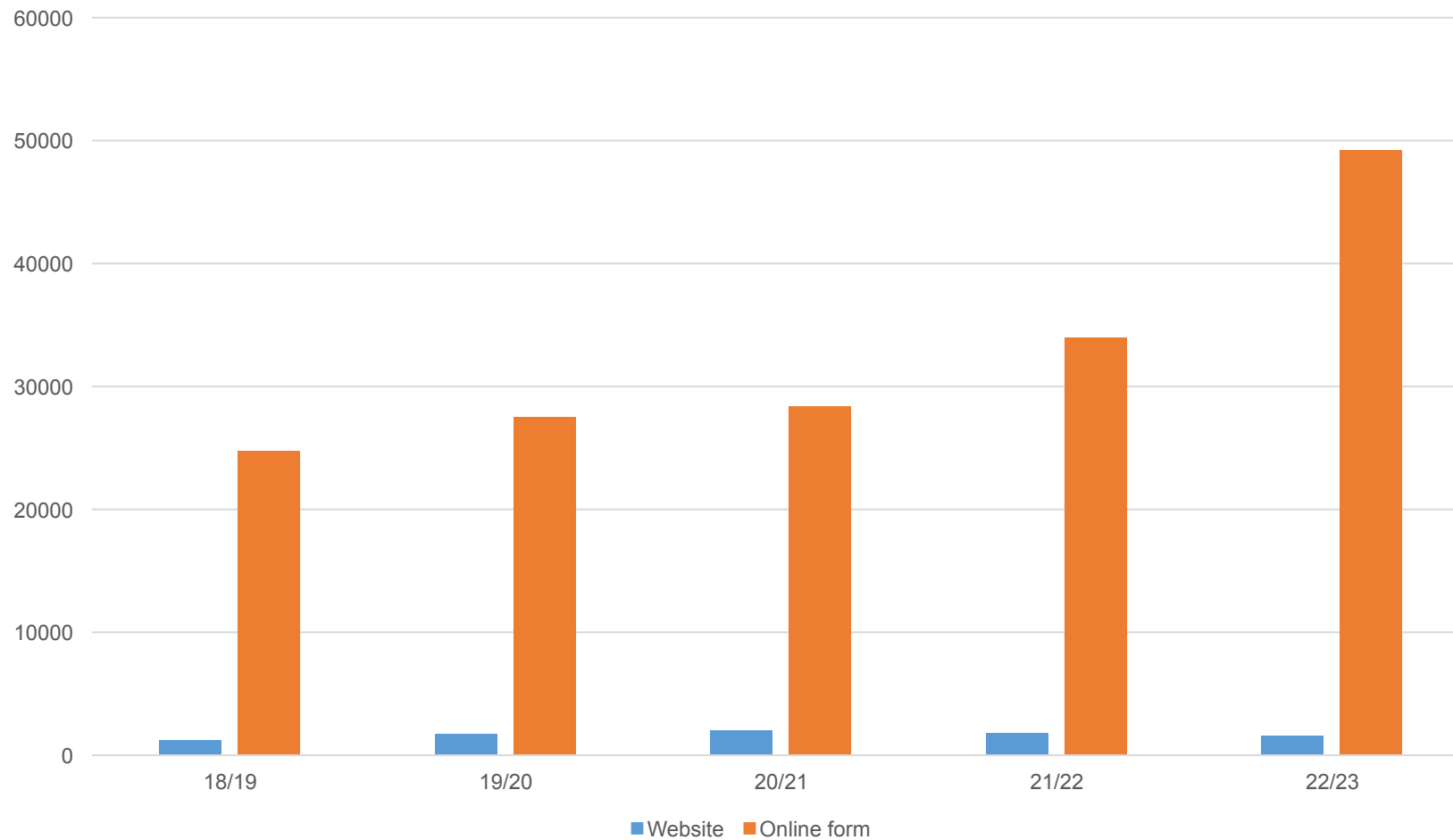


# How things are changing



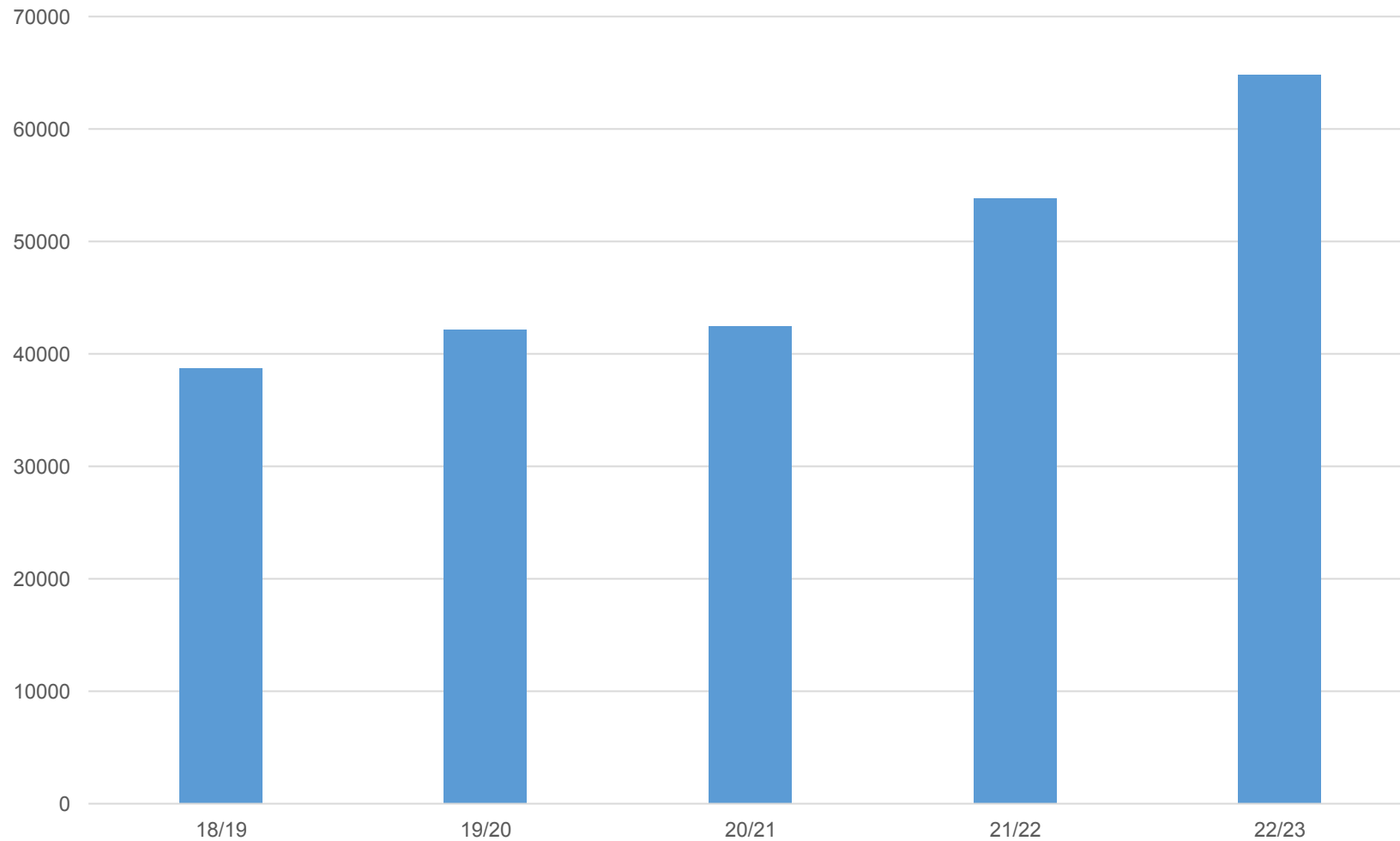
# How things are changing

Digital payments



# How things are changing

Online form submissions



# Questions

