

ARF009 Customer Service Delivery

Risk Status Progress Report August 2019

Description of risk and impact

Customer Service Delivery is the efficient and cost effective delivery of required District Council services to residents, ratepayers and the community. This includes timely processing and communication with the public around services.

Inefficiencies with other council service processing and information flows – including the RFS process – which causes delays in processing requests and affects timely communication with customers.

Frustrated customers often call elected members who need to escalate or facilitate information back to the individual.

Customer satisfaction is linked to CEO KPI 6.2

Existing Treatments

High level treatment plan:

- Customer Experience Lead appointed to P&C team delayed to August 2019
- Development of a Customer Experience Programme
- CouncilMark improvements:
 - 21. Customer Experience Programme Improvement
 - 24. Online Services Improvement;
 - 27. BCA Accreditation Improvement;
 - 28. Resource Consents Renovation Improvement;
 - 34. Process Management Framework Improvement;
 - 30. Communications Strategy Improvement;
 - 31. Engagement Strategy Improvement.
- CouncilMark improvement Customer Service Delivery Synergies:
 - 5. Targeted Onboarding Programme Improvement;
 - 8. Organisational Culture Improvement;
 - 23. Strategic Workforce Planning Improvement.

Where are the gaps? / what more could we be doing?

- RFS Redesign Project

Inherent Risk:	Trend	Residual Risk:	Accountable:	CEO	Date raised:	29/11/18	Report frequency:
	—		Responsible:	Mgr P&C	Date accepted:	30/05/19	Two monthly