

ARF009 Customer Service Delivery

Risk Status Progress Report December 2019

Description of risk and impact

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

In some cases, ineffective and inefficient processes, and information, cause 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 has been re-appointed and commenced in September 2019
- Delivery of the Customer Experience Improvement Programme:
 - Analysing and understanding our customers' requirements to informed review Customer Experience Strategy and associated procedures;
 - Customer centric culture business engagement;
 - Review of customer satisfaction continuous improvement systems to maximise performance;
 - Review and refinement to systems, processes to improve customer journeys and staff knowledge.
- 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.
 - 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

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| 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 |