

ARF009 Customer Service Delivery

Risk Status Progress Report for July 2020

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.

Existing Treatments

Treatments established:

- A. Customer Experience Programme.
- B. Customer feedback improvement loop.

High level treatment plan and progress up-date:

High level treatment plan:	Progress update:
Customer Experience Improvement Programme.	In progress. To be reviewed to align with our changing business environment.
Delivery of the Customer Experience Improvement Programme:	Progress update:
Customer centric culture business engagement (internal and external).	In progress. Coaching, mentoring and establishing feedback loops.
Process diagnostic for the roading team focused on the end to end RFS process.	Completed. Outcome is a project to improve and align the customer journey.
Project to improve and align customer journey with our roading service level agreements. This project will pilot the process for enterprise-wide product RFS redesign.	To start.
Analysis to understand our customers' requirements to enable an informed review of our Customer Experience Strategy and associated procedures.	In progress. To be delivered Q2 of FY end 06/21.

Review of customer feedback processes, tools to analysis information and drive improvements.	<p>In progress.</p> <p>Investigating new generation tools. Concept paper being drafted.</p> <p>Current contract extended to end of Q2 of FY end 06/21.</p>
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Where are the gaps? / what more could we be doing?

- Enterprise wide RFS Redesign Project to align customer experience across the organisation.
- Understanding impact of current crises (drought and COVID-19) on key customer satisfaction metrics and planning/modelling for increased service delivery post pandemic.
- Customer satisfaction Index had exceeded KPI goal prior to lockdown. Index dropped during lockdown and is recovering but we are still slightly below pre COVID levels.

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