

ARF009 Customer Service Delivery

Risk Status Progress Report for October 2020

Prepared: 10/09/20

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

Everything we do at Council is for our customers and communities. Below are some new initiatives/projects that have recently been delivered that will improve our customers experience:

- CityWatch – Online service requests
- Payment of infringements online
- LIM online application
- Registrations to enable private view of customers services and lodge applications with FNDC (staff (test) and Building Practitioners)

Treatments established:

- A. Customer Experience Programme
- B. Customer feedback improvement loop
- C. Customer centric culture business engagement (internal and external)
- D. Process diagnostic for the Roding team focused on the end to end RFS process

High level treatment plan and progress up-date:

High level treatment plan:	Progress update:
Customer Experience Improvement Programme	<p>In progress.</p> <p>Currently under review to align with our changing business environment e.g. digital first, on-line strategy</p> <p>The reviewed programme will be presented to the Customer and Digital Transformation board, for their approval, at the next board meeting.</p>
Delivery of the Customer Experience Improvement Programme	

<p>Roading Team improvement project to improve and align the customer journey with the roading service level agreements.</p> <p>This project will pilot the process for enterprise-wide product RFS redesign.</p>	<p>To start</p> <p>No start date identified, on hold dependent on RFS project and resourcing in IT.</p>
<p>Analysis to understand our customers' requirements to enable an informed review of our Customer Experience Strategy and associated procedures.</p>	<p>In progress and on time.</p> <p>To be delivered Q2 of FY end 06/21</p>
<p>Review of customer feedback processes and tools to analysis information and drive improvements.</p>	<p>In progress and on time.</p> <p>Investigating new generation tools. A concept paper has been drafted and will be presented at the next Customer and Digital Transformation board meeting.</p> <p>Current contract extended to end of Q2 of FY end 06/21.</p>
<p>Investigating impact of current crises (drought and COVID-19) on key customer satisfaction metrics and planning/modelling for increased service delivery post pandemic.</p>	<p>In progress.</p> <p>Looking at ways to increase number of survey responses as the low response rate is impacting metrics.</p> <p>Customers and service delivery a key focus in "Great Workplaces" project and investigating initiatives in Improvement Programme.</p>

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

- Enterprise wide RFS Redesign Project to align customer experience across the organisation (being considered in revised Improvement Programme).
- Customer satisfaction index had exceeded KPI goal prior to lockdown. This index dropped during lockdown, and is now recovering, but we are still slightly below pre COVID levels. Survey response rates are significantly below this time last year signaling of a change in customers feedback behaviour.

The impact and likelihood of this risk has been assessed as unchanged.

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