

ARF009 Customer Service Delivery

Risk Status Progress Report May 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.

Customer satisfaction is linked to CEO KPI 6.2

Existing Treatments

High level treatment plan:

- The Customer Experience Improvement Programme has been slowed and is being reprioritised as we responded to the current challenges.
- Delivery of the Customer Experience Improvement Programme is currently focused on:
 - Customer centric culture business engagement (internal and external)
 - Transformation & Assurance completing a process diagnostic for the Rooding team focused on the end to end RFS process. This has included meeting with the alliance partners, an end to end customer journey review, data analysis from internal systems, interviews with key stakeholders to provide some recommendations for future state.
 - Analyse and understand our customers' requirements to enable an informed review of our Customer Experience Strategy and associated procedures.
 - Review of customer satisfaction performance improvement initiatives.
- Analyse of customer feedback to drive improvement.
- Several CouncilMark improvements will benefit customers experience.

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

- On hold: Customer surveys, to inform our improvement programme, will not be printed and posted during the Level 4 COVID-19 restrictions.
- 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.

| 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 |