

## ARF009 Customer Service Delivery

### Risk Status Progress Report for March 2021

Prepared: 20/02/21

#### 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.  Reviewed to align with our changing business environment
Delivery of the Customer Experience Improvement Programme	
Customer centric culture business engagement (internal and external)	Ongoing.  Coaching, mentoring and establishing feedback loops.
Process diagnostic for the Roding team focused on the end to end RFS process	Completed.  Outcome is a project to improve and align the customer journey.
Customer Journey Mapping Programme  Unified consistent cross organisation approach to support customer facing teams to improve and align customer journeys with our systems and embed a customer centric mindset with colleagues.  Transport and FNW projects will pilot the programme.	To start in Q4 2021.
Analysis to understand our customers' requirements to enable an informed review of our Customer Experience Strategy and associated procedures.	Completed and Customer Experience Improvement.  Programme refreshed.  Presentation planned for Elected Members.

Review of customer feedback processes, tools to analysis information and drive improvements.	<p>In progress.</p> <p>Procurement process completed and system with new provider being configured and will be operational during Q4 2021.</p> <p>New system provides a digital framework to gather customer feedback and a tool to drive the voice of our customers into focus improvements and build customer centricity.</p>
Investigating impact on customers, due to the current environment (drought/flood events, ongoing COVID-19 and remote working), on customer experience to inform planning/modelling.	<p>Ongoing.</p> <p>Customers and service delivery a key focus in “Great Workplaces” project and initiatives delivered within the Customer Experience Improvement Programme. Additionally, we are looking at ways to improve accessibility for remote customers and those who are part of the digital divide such as:</p> <ul style="list-style-type: none"> <li>• Nothing but Net strategy: One of five sections, Whakarato - Deliver, is focused on Council and how we can engage with our community better and deliver services better.</li> <li>• MyFNDC.</li> <li>• Online services initiative.</li> </ul>

#### 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).
- Impact of FN2100, Rates Review, Long-term Plan and District Plan changes and consultations may lead to an increase in negative customer feedback.

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