

ARF009 Customer Service Delivery

Risk Status Progress Report for June 2021

Prepared: 20/04/21

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	<p>In progress.</p> <p>Progressing well with a review scheduled in Q1 2021/22.</p> <p>Bimonthly customer focus discussion with CEO.</p> <p>Elected Members update presented in March 2021, with next scheduled for end of Q4 2021.</p> <p>Since inception (2 years ago) the Improvement Programme has identified 73 initiatives (36 of these are in the current programme). To date 33% have been completed and 27% are in progress.</p>
Delivery of the Customer Experience Improvement Programme	
Customer centric culture business engagement (internal and external)	<p>Ongoing.</p> <p>Coaching, mentoring and establishing feedback loops have been enhanced by new customer feedback system.</p>
Process diagnostic for the Roding team focused on the end to end RFS process	<p>Completed.</p> <p>Outcome is a project to improve and align the customer journey to be relaunched in Q4 2021.</p>
Customer Journey Mapping Programme	<p>To start in Q4 2021.</p> <p>Detailed plan being presented to SLT for endorsement.</p>
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 Far North Waters (TBC) projects will pilot the programme.
Review of customer feedback processes, tools to analysis information and drive improvements.	<p>In progress.</p> <p>New digital system is achieving great response rates, (currently 37% compared to 16%) and providing customer insights. Key users are trained and are using the system. Roll out to remaining staff and contractors by end of Q4 2021.</p> <p>This initiative will allow us to use the voice of our customers to drive customer focused improvements and help lift our customer culture.</p>
Investigating impact on customers of our changing world.	Ongoing – Will be a focus of the programme refresh as we can see changes in customer behaviors and suggestion is feedback.

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 Customer Journey Mapping Programme and revised Customer Experience Improvement Programme).
- Establish broadened view of customer interactions via Elected Members and CE Office.

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