

CUSTOMER SERVICES

What does Customer Service cover?

- Face and first point of contact of the Council
- The Customer Services team cover the following services:
 - Ebley Mill Reception
 - Cashiers
 - Switchboard
 - Refuse & Recycling
 - Housing Advice and homelessness advice
 - Council Tax and Recovery
 - Main Council email inbox
 - Corporate Complaints
 - Freedom of Information requests
 - Electronic notice boards
 - Tell us Once service
 - Council's Twitter account
 - Proof of Life certification
 - Elections
 - Website Content management

For most of the services the customer services team provides an end to end transactional service with first time resolution.

Highlights from Customer Services in 2019

- Virtually picking up all the face-face, call and email demand for the Multi-service contract for Refuse and recycling
- Facilitating a third successful year of providing the garden waste collection service in terms of customer contact
- Developing deeper links with Council Tax, Council tax Recovery and Housing Repairs sharing good practice and a joined up approach
- Owning and developing the new corporate complaints handling process
- Owning and developing the corporate FOI request handling process
- Working with Elections to handle customer demand more effectively
- Working with HR in sharing service improvement and cultural change workshops with other service units
- Working jointly with Elections to provide an efficient service in the build up to the general elections 2019

Details of what is to come in the service for 2020

- Forging deeper links in supporting and influencing other service units in achieving service efficiencies and raising the standard of service delivery
- Consolidating and developing the corporate complaints process for greater consistency in complaint handling and service improvement learning outcomes
- Consolidating and developing the corporate FOI handling process towards greater efficiencies