

Customer Service

Our current Customer Service team continues to provide front line telephony provision for the following areas:

- Waste and recycling
- Elections
- Council tax and recovery
- Overflow for EH and Housing advice
- General queries from main phone menu
- Member's hotline

In addition, the team is responsible for:

- Reception management
- Cashiers
- Main council web box
- Freedom of information requests
- Corporate complaints administration
- MP enquiries
- Website management

During 2021 Customer Services maintained front line contact provisions under the lockdown restrictions imposed by central government and continuously adapted to demands emerging throughout this time.

Key achievements for 2021

- Fast tracked the procurement and implementation of Contact Centre Client soft phones to 130 front-line staff in November 2020 along with a streamlined phone menu.
- Implemented MiCollab soft phones to remaining staff in a comprehensive roll out programme during June/ July 2021.
- Reception reopened on an appointment basis in April 2021
- Supported Election prior to and during the period March - May 2021
- Supported the procurement of the new Digital Platform
- Recruited additional staff (x2 FTE) to support FFF programme
- Process mapping completed of all operational procedures
- Implemented new cashier system to increase the automation of internal payment allocation
- New Community Access & Engagement Manager joined the team in Nov 2021

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COMMUNITY SERVICES & LICENSING COMMITTEE
INFORMATION SHEET (NO.14)
WEDNESDAY 9 MARCH 2022

- Development of internal corporate messaging standards
- Development of Corporate Customer Care Standards – ongoing

Highlights for 2022

- Reception fully re-opening to our community - February 2022
- Implementation of customer online payment system upgrade to ensure accessibility standards are met - January 2022
- Adopt and implement Corporate Customer Care Standards – April 2022
- Continue to support the ambitions of FFF programme reporting to Service Delivery workstream lead to ensure service plan aligns with corporate vision – ongoing.
- Train one CS team member as a Netcall developer to support FFF programme

Identify and implement the first two service areas for centralised contact, working towards a centralised operating model – December 2022