

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 11 DECEMBER 2014**

REPORT BY: **CHIEF OFFICER (COMMUNITY AND ENTERPRISE)**

SUBJECT: **CUSTOMER SERVICE POLICY**

1.00 PURPOSE OF REPORT

1.01 Members are asked to consider the revised Customer Service Policy and support to it being issued for formal customer consultation.

2.00 BACKGROUND

2.01 In 2008 the Council adopted a Customer Care Policy Statement and Standards. This was implemented and has formed the basis of how the organisation deals with its customers. This now requires updating and a revised policy has been produced which has been designed in three parts which cover customer expectations, the workforce and customer services standards. A copy of the revised policy is attached in Appendix 1.

2.02 The revised policy outlines the Council's approach to customer service and related issues. The standards set out in this policy are the minimum that customers can expect from the Council as a starting point; individual services may produce additional service specific standards or targets that are more relevant to the services they provide or the customers they serve.

3.00 CONSIDERATIONS

3.01 The policy has been updated to reflect the change in the way that customers deal with the council. Over the years there has been an increase in the demand for digital access to services but the Council also recognises that many customers continue to prefer traditional methods.

3.02 The customer service standards have been revised and although they are similar to those in the previous policy they now demonstrate a stronger commitment rather than an aim.

4.00 RECOMMENDATIONS

4.01 Members are asked to consider the revised Customer Service Policy and support to it being issued for formal customer consultation.

5.00 FINANCIAL IMPLICATIONS

5.01 No financial implications.

6.00 ANTI POVERTY IMPACT

6.01 No anti-poverty impact.

7.00 ENVIRONMENTAL IMPACT

7.01 No environmental impact.

8.00 EQUALITIES IMPACT

8.01 The revised policy has been designed to be inclusive for all to ensure a consistent approach to customer service respecting individual's needs.

9.00 PERSONNEL IMPLICATIONS

9.01 No personnel implications.

10.00 CONSULTATION REQUIRED

10.01 The revised Customer Service Policy has been supported at Chief Officer Team. Consideration by Members of the Corporate Resources Overview and Scrutiny Committee is the first stage in the formal consultation process.

10.02 The next stage will be formal consultation with customers. This will feature as a campaign on the Council's website and will be advertised through a press release and Twitter and promoted at Flintshire Connects Centres.

11.00 CONSULTATION UNDERTAKEN

11.01 Supported by Chief Officer Team.

12.00 APPENDICES

12.01 Appendix 1 – Customer Service Policy

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

Customer Care Policy Statement and Standards August 2008

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