

North East Derbyshire District Council

Cabinet

13 December 2017

Customer Service Excellence Assessment

Report of Councillor G Baxter MBE, Leader of the Council

This report is public

Purpose of the Report

- To update Cabinet on the arrangements for the assessment in January 2018.

1 Report Details

- 1.1 The Council has made a commitment to achieve council wide Customer Service Excellence (CSE) accreditation by March 2018 (corporate plan target).
- 1.2 The standard consists of five parts and 57 elements in total. To achieve accreditation the Council must demonstrate compliance across the standard and record less than 10 elements of partial compliance. The full standard can be viewed at: <http://www.customerserviceexcellence.uk.com/standardRequirementCSE.html>
- 1.3 In January 2017 Customer Services achieved CSE accreditation.
- 1.4 The assessment process consists of two parts (1) online submission of evidence and (2) onsite assessment where the Assessor spends time at the offices talking to customers, staff, Managers, Members and partners.
- 1.5 Good progress has been made with uploading the electronic evidence and the Council is on course to submit its evidence in good time. It is planned to do this prior to the Christmas break. However, we are only required to submit the evidence two weeks prior to the assessment.
- 1.6 A good selection of evidence across the Council including both corporate and service specific examples has been captured.
- 1.7 The onsite assessment will be taking place from Tuesday 30/01/18 to Friday 02/02/18 half day.
- 1.8 The Assessor has provided an outline of his visit requirements and a draft schedule has been put together. This includes:
 - Meeting the CEO, Cabinet Member and some Scrutiny Members.

- Spending time in the Contact Centre listening into calls and observing the Customer Service Advisors.
- Talking to customers in reception.
- Ringing a selection of Environmental Health customers.
- Meeting staff in Planning, Environmental Health, Revenues & Benefits, Housing Strategy, Streetscene, and Economic Development.
- Meeting a cross section of middle managers.
- Meeting a number of corporate support staff covering consultation, complaint handling and communications.
- Talking to a selection of stakeholders including Rykneld Homes.

1.9 After Christmas a publicity campaign will be run to raise awareness of the assessment. Those involved in the assessment will receive information directly.

2 Conclusions and Reasons for Recommendation

2.1 The Council is well placed for its assessment in January 2018. All necessary arrangements are in hand.

3 Consultation and Equality Impact

3.1 Not applicable to this report.

4 Alternative Options and Reasons for Rejection

4.1 Not applicable – this is a report for information only.

5 Implications

5.1 Finance and Risk Implications

5.1.1 Budgetary provision has been made for the assessment. The planned approach of putting Customer Services forward first for CSE accreditation before going for a council wide assessment has significantly reduced the risk of not achieving accreditation.

5.2 Legal Implications including Data Protection

5.2.1 Not applicable to this report.

5.3 Human Resources Implications

5.3 The assessment process has been co-ordinated by the report's author together with support from the Information & Policy Officer. The collection, review and upload of electronic evidence has been scheduled over several months to spread the impact for service areas.

6 Recommendations

6.1 To receive the report.

7 Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies</p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>District Wards Affected</p>	All
<p>Links to Corporate Plan priorities or Policy Framework</p>	Providing our customers with excellence services

8 Document Information

Appendix No	Title
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
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