

## **SELECT COMMITTEE**

14 April 2021

**Present** – The Chair (Councillor Staveley) and Councillors Brockbank, Brown, Jaquin, Moorby, Shuttleworth, Sutcliffe and Solloway.

**Officers** – Chief Executive, Communications, Customer Services and Partnerships Manager, Planning Manager, Democratic Services Manager and Democratic Services and Scrutiny Officer.

Start: 6.30pm

Finish: 19:55pm

### **Apologies for Absence –**

Apologies for absence were received from Councillors Mercer, Hull, and Harbron.

### **Confirmation of Minutes –**

**Resolved** – That the minutes of the meeting held 17 February 2021 are approved as a correct record.

### **Public Participation –**

There was no public participation.

### **Declarations of Interest –**

There were no declarations of interest.

## **Minutes for Report**

OS.463

### **Cross Council Customer Service Standards**

The Communications, Customer Services and Partnerships Manager submitted a report which presented an overview of customer service standards across the Council and monitoring arrangements in place. Members noted the service level research that had been conducted. Three questions were asked of service managers in relation to service response times, service standards and processes in place for monitoring response times. A test email was also sent to each service and Members noted the results detailed at Appendix A.

The Communications, Customer Services and Partnerships Manager reported that there was no consistency in relation to how services responded to customer queries. The following areas for improvement were identified:

- Planning – Consider using IDOX/Uniform system.
- Waste Management – Use CRM more efficiently and explore how to integrate invoicing/bill queries and logging customer contact on CRM.
- Develop and implement a Customer Charter which sets out clear guidelines for dealing with general customer queries (whilst recognising services may have statutory response times).
- Ensure that customer service training was provided to all front-line services.
- Set up automated responses for all generic service inboxes.

- Introduce customer response KPIs for frontline council services that service managers' report against.
- Conduct a yearly 'mystery shopper' exercise to check service performance.

The Committee also considered two additional recommendations as follows:

- That staff that were no longer employed by the Council were setup with an out of office message on their email containing details of who to contact and details of any forwarding arrangements in place. This was to be activated once the member of staff had completed the HR leaver form.
- That Lead Members were encouraged to work with service managers to progress the recommendations and agree service response times.

**Resolved** – That the recommendations above are approved.

OS.464

### **Recommendation Tracking**

The Democratic Services Manager introduced a report which asked Members to consider the status of its recommendations and the progress made against previous Select Committee reviews that had been undertaken. Members particularly discussed the status of recommendations in relation to Development Control and Planning Enforcement.

In relation to Planning Enforcement, Members recommended the addition of an apprentice to provide administrative support and enable enforcement staff more time to transition towards pro-active enforcement.

**Resolved** –

- (1) That subject to the comments above, the status of the recommendations is approved.
- (2) That a report is submitted to Policy Committee, which recommends the addition of an apprentice to provide administrative support and enable enforcement staff more time to transition towards pro-active enforcement.

OS.465

### **Date and Time of Next Meeting**

Wednesday, 23 June 2021 at 6.30pm

Chairman.