

COMMITMENTS SURVEY

EXECUTIVE MEMBER: Councillor N Williams
LEAD OFFICER: Neil White
REPORT AUTHOR: Neil White

Recommendation: that

- (A) the results of the Commitments Survey are publicised accordingly,
- (B) the options to improve customer services detailed in the conclusion to the report submitted to the Overview and Scrutiny Management Committee be introduced across the Council,
- (C) a survey be undertaken every six months to measure the Council's performance against the Customer Service Commitments and the Executive be asked to find ways in which to fund these, and
- (D) further reports be submitted to the relevant Overview and Scrutiny Committee as solutions detailed in the conclusion to the report submitted to the Overview and Scrutiny Management Committee are being developed.

1. BACKGROUND

The Overview and Scrutiny Management Committee at its meeting on 13 July 2007 considered a report on a commitments survey. A copy of that report is at Appendix "A".

The Committee received a report from the Head of Customer Services outlining the results of a survey and mystery shopping exercise that measured the Council's performance against the Council's Customer Service Commitments.

The Committee was informed that the results of the survey showed that the Commitments are important to the Council's customers and should be retained in their current form.

The Committee considered options to improve the council's performance against the targets set out within the Council's customer services commitments. The options included communication to all employees to

remind them of the Commitments and the development of an IT system which would automatically record correspondence received and issue reminders when responses were due. It was hoped that this would improve the process for correspondence received by e-mail and letter.

The Committee considered that a survey should be undertaken every six months to ensure that the Council's performance against the Customer Service Commitments was being regularly measured.

The Committee further considered that the survey results did not indicate any geographical distribution and requested the officers to ensure that in future surveys also show the results by postcode area.

2. RECOMMENDATIONS

The Committee agreed that (A) the results of the Commitments Survey are publicised accordingly,

(B) the options to improve customer services detailed in the conclusion be introduced across the Council,

(C) a survey be undertaken every six months to measure the Council's performance against the Customer Service Commitments and the Executive be asked to find ways in which to fund these,

(D) further reports be submitted to the relevant Overview and Scrutiny Committee as solutions detailed in the conclusion are being developed, and

(E) in future the results of surveys undertaken by the Council are also shown by postcode.

The Executive is invited to consider these recommendations.

List of Appendices

Appendix A - Report on Commitments Survey to The Overview and Scrutiny Management Committee at its meeting on 13 July 2007