

# Corporate Services Overview and Scrutiny Committee

11 December 2013

## Customer Service Excellence

### Recommendations

That the Corporate Services Overview and Scrutiny Committee consider the update regarding the Customer Service Excellence Standard.

### 1.0 Update

- 1.1.1 At its meeting on 20<sup>th</sup> December 2012, the Overview and Scrutiny Board received information on the Customer Service Excellence Standard and the ambition to achieve the standard corporately across the Authority.
- 1.2 It is anticipated that all groups will have submitted and been assessed for the standard, February 2014.

### Appendices:

Appendix A – Customer Service Excellence Briefing note.

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## BRIEFING NOTE

### CUSTOMER SERVICE EXCELLENCE

#### Introduction:

In December 2012 Warwickshire County Council (WCC) agreed it would aim to achieve the Customer Service Excellence (CSE) standard corporately across the authority.

Customer service is one of the most visible and significant aspects of organisational performance. Meeting customer needs through effective customer service enables service excellence, and high levels of customer satisfaction, which in turn has a beneficial impact on staff morale and motivation. The Customer Service Excellence Framework is a standard which allows WCC to test how it is doing in meeting customers' needs, understand and identify what is being done well and also improvements required to ensure the customer is at the heart of all WCC does.

#### Progress to date:

Each Group and the Fire and Rescue Service are required to provide a CSE submission against the 57 criteria within the framework alongside a two day on-site assessment. The timetable and outcome where known are as follows:

	Assessment date	Outcome
Resources Group	8 <sup>th</sup> and 9 <sup>th</sup> July 2013	Awarded Customer Service Excellence Standard
People Group	4 <sup>th</sup> and 5 <sup>th</sup> November 2013	Recommended for Customer Service Excellence Standard, awaiting final endorsement from CSE Board
Communities Group	18 <sup>th</sup> and 19 <sup>th</sup> November 2013	Unknown at this point
Fire and Rescue	4 <sup>th</sup> and 5 <sup>th</sup> February 2014	Unknown at this point

For WCC to achieve the CSE standard corporately, all four parts of the authority must be awarded the standard and a desk-top corporate assessment undertaken. This corporate assessment is due to take place the week commencing 10<sup>th</sup> February 2014.

A full report on the outcome of the assessment including good practice and areas for improvement will be presented to Corporate Services Overview and Scrutiny Committee on 26<sup>th</sup> February 2014.