

Appendix 2

Customer Service Excellence Review 2021

The review focused on the following:

Directorate	Customer Journeys Assessed	Discussion Topics
Communities	Warwickshire Fire and Rescue Service (WFRS) and Edible Links	<p>Background to the WCC and Edible Links Partnership including pre and post Covid</p> <p>Update on Covid-19 recovery within the service to include the HMICFRS Covid Recovery report</p> <p>Christmas Shared initiative</p> <p>Edible Links experience of working in partnership with WFRS to deliver for the community</p> <p>How the partnership works and the benefits it delivers for the community.</p>
	Special Educational Needs (SEN) Programme	<p>The Send and Inclusion programme of change to be made to the services provided for children and young people with SEN.</p> <p>The development of local and county wide strategies for SEND and Inclusion services which improve outcomes for children, young people, and families.</p>
	School Admissions (Not on a School Role)	<p>The Schools Admission customer journey was assigned as an area for improvement in the reaccreditation.</p> <p>The Assessor commented:</p> <p>There is also 'noise' around school admissions and the number of students not yet placed in school, but the data available did not seem to reflect the concerns raised. You may wish to consider reviewing the information you provide to ensure that it is meaningful to your customers.</p> <p>WCC response - The children in question are being picked up in a cell called Children not on a school roll (NOASR).</p> <p>A team of professionals were reviewing the situation every week during the first COVID lock down (V1.0) and providing additional resources to support the team. Currently we have the cell which meet monthly to discuss on a strategic level. We are also going through an Admissions Transformation Programme</p>

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		and Customer Experience Programme (starting December 2020)
	Free School Meals	Ensuring that children attending Warwickshire schools were supported in getting their free school meals during the lockdown period including those children not in main school (most vulnerable and those that had moved into Warwickshire and did not have a school place). During December 2020 Winter Fund Payments were rolled out to parents eligible for free school meals. This is an additional payment to help families over the Christmas period.
	WCC response to coronavirus to address the needs of WCC customers during lockdown.	Education Leadership Hotline to support all school leaders through the COVID-19 pandemic. This included: <ul style="list-style-type: none"> • a dedicated phone number available for all school leaders • a dedicated email address for school leaders to contact and receive a response from. • A daily briefing sent to all school leaders to support them and signpost schools as necessary in correlation with Public Health. As the COVID-19 pandemic continued, the Education Leadership Hotline which supported all school leaders through the COVID-19 pandemic was evolved with Public Help to an Education COVID-19 Response Team dealing with all reported cases of children and staff with positive cases and advice herein.
	WFRS Hospital to home service	Amendments made to the service to ensure the service was able to continue during the pandemic. WCC's response to COVID-19 March to present and how we have supported the residents of Warwickshire during this pandemic.
People	Covid Response from Public Health Warwickshire	Overview of Public Health and how it's changed to support services during Covid-19.
	Covid Response from Domestic Abuse - Strategy & Commissioning	Domestic Abuses response to service adaptation due to the Covid-19 pandemic.

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	Overview of Health Wellbeing and Self-Care - Recovery of Services	Overview of the People Directorate response to Covid-19 pandemic and how we had to support services to carry on with 'business as usual'.
	Community Equipment Service response during the pandemic	Millbrook Community Equipment Contract. How the customer journey has been impacted upon because of the pandemic and how the service has responded to supporting the customer during the Covid-19 pandemic.
	Children and Family Centres response during the pandemic.	<p>Service/customer journey overview pre/post Covid-19, how this has been impacted upon because of the pandemic and how the service has responded to supporting the customer during the pandemic.</p> <p>St Michaels - Service delivery including virtual offer and customer engagement with Bedworth community.</p> <p>Written case studies from parents accessing the centre services and food parcels.</p> <p>Barnardos - Service delivery including virtual offer, timetable of activities, engagement with midwifery across the county.</p> <p>Customer feedback gathered from parent survey questionnaires – September 2019 to date.</p> <p>Volunteer's programme and parent champions. Barnardo's national fund to support families in need during Covid-19.</p>
	Care Home service response during the pandemic	How WCC and the Care Home provider have had to adapt services due to the Covid-19 pandemic to keep customers safe and homes well equipped with PPE.
Resources	Warwickshire Registrars Service	WCC response to coronavirus to address the needs of WCC customers during lockdown.
	Covid19 Response Overview - Shielded Hub	WCC response to coronavirus to address the needs of WCC customers during lockdown.

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	Covid19 Response - Customer Service Centre	<ul style="list-style-type: none"> • The number of telephone calls received and how this was resourced. • The development and implementation of a digital form to enable customers to be able to contact us digitally. • The use of a spreadsheet by all partners in addressing the needs of customers. • The provision of continued support and what that will entail.
	Covid19 Response - Hawkes Point	Co-ordination of food and other support in response to the coronavirus during lockdown
	Community Development Workers - Outreach workers who cover the whole of Warwickshire	Delivery of food and other support to customers during coronavirus lockdown and afterwards.
	Covid Directory	<ol style="list-style-type: none"> 1. Overview of the development of the Covid-19 directory: 2. Why separate from the Warwickshire Directory 3. The background behind the decision to develop the directory 4. The process of development, publication and maintenance of the Covid-19 directory.
	WCC Communications Strategy	Overview of the communications strategy during the pandemic.
	The Library and Information Service (LIS)	Overview of the impact and changes made to mitigate the impact on customers during lockdowns and the recovery of service delivery for LIS and Registrars Service.
	LIS - Customer Engagement (Face to face and virtually - Events and Activities)	<p>How the Service delivered events and activities during the lockdown period, take up of services and customer feedback.</p> <p>The recovery of events and activities and changes to delivery because of lockdown.</p>
	LIS - Befriending Service	<p>The development and administration of this service, the take up and customer feedback.</p> <p>Impact on customers and staff making the calls.</p>
	LIS - Digital support and E Offer	What is the service offer, uptake, feedback from customers and input

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		from those staff making the calls.
	Mini Mobile / Home Delivery Service	The change in the service offer during lockdowns, feedback from customers, recovery of service.

The following items were also discussed with the Assessor during the review:

1. A Microsoft Teams meeting with partners from Stratford District Council and Rugby Borough Council to discuss partnership working during the pandemic specifically lockdown 1.0.
2. A meeting with Corporate Board to discuss the positioning of customer service strategically and how this is contributing to organisational goals and objectives.
3. A staff focus group discussed:
 - a. What it is like working for Warwickshire County Council
 - b. Support for staff during Covid-19
 - c. Transformation
 - d. Staff Forums
4. Customer and Partner conversations regarding the Free School Meals Service
5. Conversation with a School Head Teacher about the support received from WCC during the Covid-19 crisis.
6. Telephone calls with a number of LIS customers to discuss their views on the necessary changes to the service due to the pandemic and the impact the changes had on them.