

## Appendix 2

### Customer Service Excellence Reaccreditation 2020

The reaccreditation audit focused on the following:

Directorate	Customer Journeys Assessed	Discussion Topics
<b>Communities</b>	<b>Digitisation of specific transport services</b>	Digitisation of services including: 1. Upgrade of school transport management system 2. New online application forms 3. New direct debit payment scheme 4. New photocard bus passes (with future upgrade planned for smartcards)
	<b>Bridge Maintenance in Warwickshire</b>	Introduction to the day to day Bridge Maintenance Service Response provided to significant unplanned events including working with stakeholders, the public West Gate Restoring Clopton Wall
	<b>Flexible Learning</b>	The role of Flexible Learning - helping Children and Young People who cannot attend School. The expected outcomes and what support is provided including reference to Case Studies. Family experience of the service
	<b>Road Safety</b>	We provide a balance between adult-led and child-initiated learning and experiences, incorporating Kagan cooperative learning strategies to engage and enthuse all learners. Children are fully supported in their learning and provided with opportunities for play and exploration. interactive 30-minute circus themed assembly teaches key road safety messages and scooter skills to Year 2 children, including: The Road Safety Code to Think, Stop,

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		<p>Look &amp; Listen, Think and Cross safely. The scooter safety check and how to dress safely. Balance control and braking. Demonstrating how to scoot safely and introducing pavement politeness.</p>
	<p><b>Home to School Transport</b></p>	<p>Applications for home to school transport - the journey of families including those with additional needs. Coordination of different services involved with this customer journey.</p>
<p><b>Fire and Rescue Service</b></p>	<p><b>Fire Prevention - Hospital to home followed by Safe and Well visit</b></p>	<p>The hospital to home initiative was introduced in August 2018 and is managed by our fire prevention team. This activity is a great example of WFRS working with partners, in the local community to support vulnerable residents as they are discharged from hospital. Safe and Well visits are a key fire prevention activity and will demonstrate how WFRS actively supports and advises vulnerable residents on fire risk, wellbeing etc. In addition to fire prevention this activity supports public health outcomes and is another good example of partners working together to deliver community safety/fire prevention outcomes</p>
	<p><b>Fire Prevention - School visit (Key stage 2)</b></p>	<p>Visiting schools is a key part of the fire prevention activity undertaken by WFRS. This will be an example of a typical visit to demonstrate community safety and fire prevention engagement with some of the younger residents and their teachers</p>
<p><b>People</b></p>	<p><b>Adoption Central England (ACE)</b></p>	<p>Adopter journeys: 1. Prospective adopters to approval</p>

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		<p>and beyond</p> <ol style="list-style-type: none"> <li>2. Families requesting support</li> <li>3. Adopted adults</li> <li>4. Birth families.</li> </ol> <p>Governance arrangements and interface with key partners. Performance and outcomes for adopters and children.</p>
	<b>ACE</b>	<p>Details of the therapeutic programme and Dyadic Developmental Practice (DDP) certification process. Video of impact of dyadic developmental practice on the service of ACE. Demonstration of adopters' experience through virtual headsets to develop their understanding of the child's experience.</p>
	<b>Lillington Children and Family Centre</b>	<p>A tour of the Centre with discussion as to how the Children and Family Centre (CFC) engages parents in service development. All aspects of the customer journey, service satisfaction and observation of activities.</p>
	<b>Targeted support meeting</b>	<p>The process of multi-agency support for the family and an overview of the Early Help process.</p>
	<b>Physical Disability and Sensory Services Team.</b>	<p>Observe a Daily Practitioner Group Meeting where discussions take place between practitioners regarding customers and recommendations on how outcomes can be met based on customer needs and wishes.</p>
<b>Resources</b>	<b>Customer Service Centre Supporting People</b>	<p>The new ASC process including:</p> <ol style="list-style-type: none"> <li>1. Changes to process</li> <li>2. Benefits to customers</li> </ol>

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	<b>New ASC process</b>	3. Staff training to implement new process 4. Feedback received from both customers and staff
	<b>Council Plan 2025</b>	The development process for the plan Methods of customer engagement and how this has influenced the plan
	<b>Information and Advice Project</b>	How the project will address the Council's objectives: <ul style="list-style-type: none"> <li>• Enable people to support themselves in the community, without the need to contact health and social care services</li> <li>• Enable staff through asset based approaches to support people to make use of community resources</li> </ul> The outcomes desired: <ul style="list-style-type: none"> <li>• An approach to provide information and advice that is sustainable</li> <li>• Meet the needs of people wanting to support themselves</li> <li>• Meet the needs of the way we want to work with people in the community</li> <li>• Provide the platform to enable social prescribing</li> <li>• Inform prevention and early intervention work</li> </ul> Social Prescribing and how it links with Information and Advice and early help and prevention.  Council objective to manage demand effectively to assist the Council community capacity agenda.
	<b>Customer Feedback (Complaints)</b>	Planned changes to the customer feedback process: <ul style="list-style-type: none"> <li>• New complaints policy</li> <li>• New complaints management system</li> <li>• Refreshed guidance (internal and</li> </ul>

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		external) <ul style="list-style-type: none"> <li>• A commitment to following best practice in relation to Children's Services complaints</li> <li>• Clearer written communications.</li> </ul>
	<b>Heritage and Culture County Record Office</b>	<ul style="list-style-type: none"> <li>• Warwickshire's Heritage and Culture Strategy 2020-2025</li> <li>• The service to the Public</li> <li>• Conservation Service</li> <li>• Compliance</li> <li>• Warwickshire Bytes</li> <li>• The customer journey - Find family history to discover medical history (particularly important for those who have been adopted)</li> </ul>
	<b>Library and Information Service Home Delivery Service</b>	Home Delivery Service customer journey
	<b>Fitter Futures</b>	The single point of access for public health services to support people across Warwickshire to improve their health. Including case studies from different providers and the customer journey

The following items were also discussed whilst the Assessor was onsite:

1. Climate Change emergency - The Council has declared a climate emergency and will focus on what it can do to meet the goal of carbon neutrality to protect our environment now and for future generations.
2. Family Information Service - The reason and impact of the Family Information Service move into Children and Families Service Area. To include the focus of work for FIS and Social Workers and the Unit costings report.
3. Brexit - An overview of the organisation's planning for Brexit including the management of impact across business, community and business continuity. This is a live and fast-moving agenda. The session provided the latest position and activity update.
4. Warwickshire Fire and Rescue Service Transformation - The strategic priorities and vision of Warwickshire Fire & Rescue Service as a more integrated part of Warwickshire County Council.

5. Road Safety Team - National Road Safety Conference - Kagan Cooperative learning Style and Arility (Augmented Reality Learning App) Resource.
6. Hospital to Home evaluation - focus on the evaluation on the Hospital to Home Service report.
7. Commercial Strategy - The discussion focused on the development and implementation of the strategy and specifically its impact on customers both internal and external and partners.
8. Lunch with the volunteers from the County Record Office - Experience of working for the authority as a volunteer.
9. Building Community Capacity -
  - a. Connecting Communities - The Voluntary and Community Sector Strategy 2020 - 2025: meeting the objectives of the Council Plan and the implementation and development of the delivery plan.
  - b. Community Capacity Contracts. - Community development in targeted neighbourhoods and Community capacity building projects.
  - c. Veterans Contact Point: an example of public / private / voluntary sector collaboration.
10. Customer Feedback via the website - Process for leaving feedback via the website.
11. Corporate Board –
  - a. The culture of the organisation and how it may be changing as a result of the Transformation Programme.
  - b. How the Council will move from transformation into a period of ‘sustained change’ following the appointment of the Change Programme Director.
  - c. How the transition from transformation to change is being managed and implemented.
  - d. The challenges for the Council going forward.
  - e. How the Customer Experience Strategy will impact customers, staff and partners.
12. Implementation of the change programme.
13. ACE Social workers –
  - a. Experience of working in a regional service.
  - b. Training, support, supervision and career development opportunities.
  - c. Working and engagement with families.
14. Information evening - prospective adopters who have made their first enquiry attended an information meeting – Assessor observed the experience of adopters' first direct contact with the service, the provision of information and the pathway towards future engagement with the service.

The Assessor also undertook site visits to:

- St. Francis R.C. School Bedworth
- King's House, Bedworth
- County Record Office, Warwick
- Bedworth Fire Station
- Oakfield Park, Rugby