

Member Champion – Customer Services
Name: Steve Hall

Key activities involved with since 2009 annual council/appointment

The Council has achieved the following Customer Service Excellence Awards:

- Customer Service Centre
- Licensing

Achieving this accreditation is the first step; customer service is on-going and we need to adapt and develop to meet our customers' ever changing needs.

Conferences/Workshops - if attended and their benefits

Will attend future meetings of the Customer Service Focus Group (which has drawn membership from the Speak Now Forum). This Group seeks in-depth feedback from customers to analyse the way in which the Council has provided services. As an attendee, will be able to ask questions from a Councillor point of view and also be made aware of customer issues and service provision.

Partnership Working:

(This could include working with officer teams, other authorities, outside bodies).

Working with and has had meetings with the Customer Services Centre Manager. The Customer Service Centre monitors demand, and identifies ways of improving the service through 'joined-up working'.

Future plans – what are your aims/work programme for the year to come:

Attendance at the Customer Service Focus Group meetings.

To be updated more regularly by CSC Manager on key issues – using feedback from customers and performance data.

To continue to be available to deal with customer service issues brought directly to my attention.

To raise the profile of the role of Customer Service Champion so that all staff are aware of the work I am doing and the support I can give.