

**From:** David Whittle - Director of Policy, Strategy, Relationships and Corporate Assurance Strategic and Corporate Services

**To:** Bryan Sweetland, Cabinet Member for Commercial and Traded Services

**Decision Number:** 15/00035

**Subject:** Customer Service Policy

**Classification:** Non-Exempt

**Past Pathway of Paper:** DMT, Policy and Resources Cabinet Committee – January 2015

**Future Pathway of Paper:** CMT, Cabinet Member Decision

**Electoral Division:** All

**Summary:** This report seeks to update the committee, following initial approval of the draft Customer Service Policy, on the results of the consultation and the recommendations following the feedback from our customers.

**Recommendation(s):** The Cabinet Member for Commercial and Traded Services is asked to formally adopt the Customer Service Policy and its principles within KCC including the recommendations arising from the consultation.

## 1. Introduction & Background

The Customer Service Policy was consulted on with the public from 10<sup>th</sup> March 2015 – 12<sup>th</sup> May 2015. Appendix A is the Consultation report which examines some of the responses received and the resulting recommendations.

As a result of the feedback, the Customer Service Policy has been revised to make it clearer and easier for customers to understand. Overall customers were supportive of the aims of the Policy and so the general direction of the Policy remains the same but some clarifications in the language have been made. The revised policy can be found in Appendix B.

The consultation has also helped to inform the updated version of the Equalities Impact Assessment which can be found in Appendix C.

## **2. Recommendations**

The following recommendations have been formulated to reflect the feedback received by our customers during the consultation; (further detail can be found in Appendix A)

- Customer Service training for KCC staff
- Communication plan to let customers know of proposed changes and also improvements made as a direct result of the customer service policy and their feedback.
- Ensuring maximising the use of digital does not exclude those who cannot use the internet.
- Devising Customer Service standards that can be monitored are put in place for both Kent County Council staff and commissioned services. This should be written in consultation with our customers.
- Actively consulting and communicating with our customers throughout the implementation of the policy, so that they can see the impact of both their feedback and the implementation of the standards expressed in the policy.
- Using a variety of ways to capture and understand customer experiences in using our services to help gauge the impact of changes made as a result of the policy. For example looking for improvements arising from complaints and comments and sharing best practice from compliments.

The Cabinet Member for Commercial and Traded Services is asked to formally adopt the Customer Service Policy and its principles within KCC including the recommendations arising from the consultation.

## **3. Appendices**

Appendix A – Consultation Report

Appendix B – Revised Policy

Appendix C – Updated Equalities Impact Assessment.

Appendix D – Proposed Record of Decision

#### **4. Contact Details**

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