

Customer Service Strategy

Task Force

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Scope

- Task force set up to review the Strategy
- 2 meetings
- Detailed discussion
- Recommendations implemented



Benefits of the task force

- Line by line discussion
 - Support of the wide partnership model
 - Requirement for robust governance and accountabilities within partnerships
 - Specific actions with performance milestones
 - Clarification / reduction of jargon
 - Member consideration of speech recognition technology options
 - Specific inclusion of review of opening hours
 - Role of Members clarified and liaison mechanisms included
 - Amendments to Risk Analysis appendix
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Conclusion

- Officers benefited from detailed discussion in a small group
- Real improvements delivered to the document
- Increased understanding of the Customer Service culture within CBC by Members