

**REPORT OF SERVICE DIRECTOR - CUSTOMERS, GOVERNANCE AND  
EMPLOYEES****CUSTOMER SERVICE UPDATE AND PLANS****Purpose of the Report**

1. To present an update to members on the performance and plans of the Customer Service Team in terms of statistics, feedback, improvements and plans for the remainder of this financial year.

**Information**

2. The presentation will cover:
  - a. Performance information from April-August 2021
  - b. Progress made against quarterly priorities during Quarter 1 and 2
  - c. High volume areas and impacts
  - d. MyNotts update
  - e. Work that is scheduled to be completed by Nottinghamshire County Council Customer Service Design and Build Team
  - f. Planned development activities for the remainder of 2021/22.

**Reasons for Recommendation**

3. To update members on the performance to date and raise awareness of planned improvement activities as part of the team's overall recovery plan.

**Statutory and Policy Implications**

4. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Data Protection and Information Governance**

5. Within the current options there is no intention to capture any detailed personal information relating to customers and users. Information Governance colleagues are being involved in the project at all stages to ensure compliance and security of data is considered throughout and any potential issues identified, and risks mitigated. The development of personalisation within the App will take email addresses and district location only.

## **Finance Implications**

6. There are no financial implications at this stage. Should the additional work proposed move forward with ICT and Cantarus (MyNotts App Supplier) there may be additional costs associated. If this is the case a further report will be brought to committee for approval.

## **Human Resources Implications**

7. There are no Human Resources implications arising from this report.

## **Public Sector Equality Duty Implications**

8. All plans in place and work planned will consider any implications in terms of equality.

## **Implications for Service Users**

9. The aim of the Customer Service team is to provide front door access to all council services. It needs to provide support and guidance through all access channels the team manage including phone, email, online forms, SMS/Text, the website and MyNotts App. Part of the teams role is that of continuous improvement and to make it as easy as possible for residents, visitors, partners etc to access council services and to provide links to the wider Nottinghamshire organisations.
10. In reviewing processes, technological and automated developments, consideration will be given to the needs and abilities of all residents who access services to ensure that any approaches developed do not disadvantage any groups.

## **RECOMMENDATION**

- 1) That members consider the proposed priorities and agree developments and work plans.

**Marjorie Toward**

**Service Director - Customers, Governance and Employees**

**For any enquiries about this report please contact:**

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**Constitutional Comments (KK 25/08/21)**

11. The proposal in this report is within the remit of the Personnel Committee.

**Financial Comments (SES 24/08/21)**

12. There are no specific financial implications arising directly from this report.

**Human Resources Comments (JP 31/08/21)**

13. There are no HR implications contained in this report.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

**Electoral Division(s) and Member(s) Affected**

- All