

**Full Council: 30 July 2019**

**Administration motion in the name of Cllr Daniel Thomas**

**Customer Service: Building a Service Fit for the Future, for all Barnet Residents**

Council recognises that:

1. The Council should acknowledge and respond in a timely manner when a resident takes the time to ask for assistance or report a problem.
2. Improvements to customer service must be dynamic. As technology and the way that people interact with the Council changes, the Council must adapt to their requirements.
3. Barnet residents rightly have high expectations of the Council, and the Council must be prepared to both meet and exceed these.

Council notes that:

1. The Leader of the Council has pledged to make improving customer service a major priority.
2. Since 2015, there has been an increase in customer satisfaction of 9% in the Council's contact centre.
3. A high proportion of Barnet's residents are able and prefer to use online self-service, carrying out transactions at their own convenience. The Council has made investments to online services in the past two years that have delivered:
  - a. A new website, which has increased visits by 17%
  - b. A web content quality score of 95%, over 10% more than the national average
  - c. The introduction of a digital 'My Account', to which over 56,000 households have already signed up.
4. Some residents prefer to use telephone services, and so these must receive continued investment in order to maintain and build on high rates of satisfaction:
  - a. Over the 2018 financial year, 72% of all calls were answered within 60 seconds
  - b. Telephone customer satisfaction currently exceeds 90%
5. There is more work to do. Councillors regularly receive complaints where residents have engaged with the Council and have not received an adequate response

Council strives to:

1. Create a full programme of improvements with £1,000,000 of investment before the end of 2019, to be reported to Policy and Resources Committee ***for consideration and approval.***
2. Request a longer-term improvement plan for customer service to be brought to Policy and Resources Committee ***for consideration and approval.***