

Corporate Policy and Resources Committee



8th of July 2024

Title	Customer Service Plan
Purpose of the report	To note
Report Author	Sandy Muirhead Group Head of Commissioning and Transformation
Ward(s) Affected	All
Exempt	No
Exemption Reason	N/A
Corporate Priority	Services
Recommendations	Committee is asked to: 1. To note the Customer Services Plan
Reason for Recommendation	As a result of final structural changes within the service this service plan did not join others in February 2024 taken to Committee so is being brought to Committee to complete the process.

1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> Service plans support and outline the work of a service during the year 	<p>This service plan needs to be noted by the Committee to formalise its status as occurred with other service plans in February 2024.</p>
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> To note the service plan 	<ul style="list-style-type: none"> Service plan to be implemented over 24/25.

- 1.1 Service plans provide a description of the service and its activities.
- 1.2 Most 24/25 service plans were submitted to Committee for final sign off in February 2024 but as customer services was still undergoing a final restructure it was not submitted to Committee.

2. Key issues

- 2.1 Service plans provide a useful tool for ensuring there is focus within the service on delivery and anticipated issues and risks or requirements for assistance from other services.
- 2.2 As customer services was undergoing a final restructure and recruitment into key posts the service plan was not incorporated in the mainstream of service plans going to Committee in February 2024. Therefore it is being submitted to this Committee to provide “sign off” as occurred for all other service plans now the service is moving forward after being restructured.
- 3. Options analysis and proposal**
 - 3.1 **Option 1:** Preferred option:- To note the service plan for Customer Services outlining key activities for 24/25.
Option 2: Not to agree to the service plan.

- 4. Financial management comments**
 - 4.1 The service plan outlines the costs of the services and key growth items which will result in improved customer service and accessibility of the service.
- 5. Risk management comments.**
 - 5.1 This is a front facing service utilising IT systems so to mitigate risk staff are trained in customer service and use of systems so they can operate effectively.
- 6. Procurement comments**
 - 6.1 There are none.
- 7. Legal comments**
 - 7.1 The Legal Services (g.legal@spelthorne.gov.uk) will provide advice and assistance where appropriate on service contracts.
- 8. Other considerations**
 - 8.1 There are none.
- 9. Equality and Diversity**
 - 9.1 Processes are in place ensure the service is equitable and accessible to all.
- 10. Sustainability/Climate Change Implications**
 - 10.1 The Council declared a climate change emergency in 2020 and adopted a subsequent climate change strategy in 2022. The service is looking to deliver digitally wherever possible and thus reduce paper use.
- 11. Timetable for implementation.**
 - 11.1 Financial Year 24/25
- 12. Contact**
 - 12.1 Sandy Muirhead Group Head Commissioning and Transformation.
 - 12.2 s.muirhead@spelthorne.gov.uk

Background papers: *(These are unpublished papers upon which you have relied in preparing this report).* If none state, **There are none.**

Appendices:

Appendix A Customer Services Service Plan