



Management response

Report title: Service User Perspective Review, Customer contact – Monmouthshire County Council

Completion date: May 2019

Document reference: 1277A2019-20

Proposals for improvement

Ref	Proposal for improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P1	Improve customer contact arrangements taking into account user feedback	Customer contact arrangements are designed to better meet user needs	Y	Yes	We were pleased with the feedback received on the Hubs, and acknowledge that some people fed back that they were less happy with the handling of their complaint. We will continue to promote the My Monmouthshire app and listen to feedback from users across all channels to improve how these operate improving the ways in which people can contact the council.	October 2019	Head of Policy and Governance

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P2	Routinely seek feedback from people who use the Community Hubs, My Monmouthshire App and the Compliments, Comments and Complaints arrangements to identify improvements to customer contact arrangements	Service users who may not generally provide feedback to the Council on its contact arrangements are encouraged to do so, leading to the Council having a wider understanding of how it could improve customer contact arrangements to meet user needs	Y	Yes	<p>We will continue to use community events to seek feedback on our arrangements and to test and launch new initiatives as well as using feedback from the app user group and feedback received at the hubs.</p> <p>We maintain a presence at Usk Show, where Hub staff and the Digital Programme team will discuss new ways of working with residents and identify what matters to them.</p> <p>Use feedback from complaints and compliments to improve our customer contact arrangements</p>	October 2019	<p>Customer Relations Manager</p> <p>Head of Policy and Governance</p>

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P3	Seek feedback from people who do not currently use the Community Hubs, My Monmouthshire App or Compliments, Comments and Complaints arrangements to understand why	Better understanding of how the Council could make services more accessible to local residents and potentially increase take up of customer contact arrangements.	N	Yes	We provide a broad range of channels to give people a choice in how to contact the council. We are always keeping this under review and have introduced the My Monmouthshire app and more recently Monty, the council's chatbot to keep pace with changing user preferences while making traditional channels such as telephony and face-to-face enquiries more cost effective. We have used events such as the Usk show to gauge feedback about useability.	Evaluate October 2019	Head of Policy and Governance
P4	Ensure that the Council meets the standards it sets such as in complaints	Improved user satisfaction.	Y	Yes	We will continue to remind staff of good complaints handling and monitor our responsiveness against these standards.	Ongoing focus	Cusomer Relations Manager

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P5	Share learning about improvements made to individual Community Hubs with other Community Hub staff	Good practice and service improvements are shared and if appropriate implemented across similar facilities.	N	Yes	Managers liaise with other council departments and outside agencies to share learning, this is disseminated to all hub colleagues in a timely manner to inform and improve practice. We will continue to use the service plan and team meetings to evaluate what has worked and roll-out successful developments county-wide	March 2020	Community Hub Managers
P6	Improve customer care in the customer contact arrangements to ensure citizens views are genuinely acknowledged and addressed	Staff respond positively to citizen engagement showing that their contact/enquiry is important to the Council and will be appropriately considered.	Y	Yes	Customer-facing teams use feedback and continually strive to improve customer care using both informal and formal mechanisms. We will ensure that customers who provide feedback and wish to receive a response get one Use customer feedback to improve service and experience	October 2019	Head of Policy and Governance