

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting13th December 2018

1. Title of Item/Report

Customer Service Excellence

2. Record of the Decision

Consideration was given to a report on Customer Service Excellence.

Customer Service Excellence was a practical tool to support public services to drive customer-focused change and to evaluate success.

Customer Service Excellence accreditation was achieved through an objective external assessment of the Council's Customer Service delivery measured against the Customer Service Excellence standard.

The Council achieved Customer Service Excellence accreditation for the first time in June 2010 and had been reaccredited twice, once in May 2013 and again in May 2016. Accreditation operated on a three year cycle with two interim annual surveillance visits with the current accreditation due to expire in May 2019.

The purpose of the report was to inform Members of the benefits and costs of Customer Service Excellence accreditation and to gain approval to seek accreditation for a further three years from May 2019. Appendix A of the report contained a summary of the Criteria and the Council's position.

The annual Customer Service Awards recognised staff who exemplify Customer Service Excellence in practice and provided an opportunity to celebrate success across the Council's workforce. Judging panels included the voice forum of the Catalyst group, Customer Service Excellence assessors and Stockton Council Officers who allocated one award in each of the following categories:-

- Pride of Stockton Award: To recognise individuals who the judging panel consider to have helped others and to show them they are valued, trusted and supported in their actions.
- Extra Mile Award To recognise individuals who have worked hard and are not afraid to try something new and have gone above and

beyond the call of duty.

- Team Award To recognise a team within our organisation which has made the most effective use of the individuals within it.
- Shining Star Award: One member of staff is nominated by each Service Director and Xentrall Shared Services and is then voted for by staff.

One of the actions resulting from recommendations of the recent IIP accreditation was for the SBF Culture work stream to consider the development of a Customer Culture Statement, tied into the performance achieved through the Customer Service Excellence accreditation. As a response to this action it was intended to review the current Customer Charter with the SBF Culture work stream.

RESOLVED that:-

1. The Council's achievements in Customer Service Excellence including the 2018 surveillance assessment be noted.
2. The continuation of Customer Service Excellence accreditation for three years from May 2019 be approved.

3. Reasons for the Decision

As our primary focus is on serving the people of the Borough, we believe it is appropriate that Cabinet are aware of the Council's compliance with the Customer Service Excellence standard and its value as a tool to support customer-focused service delivery.

4. Alternative Options Considered and Rejected

None.

5. Declared (Cabinet Member) Conflicts of Interest

None.

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 21 December 2018.

Proper Officer
17 December 2018