

## CABINET ITEM COVERING SHEET PROFORMA

**AGENDA ITEM**

**REPORT TO CABINET**

**13 DECEMBER 2018**

**REPORT OF SENIOR  
MANAGEMENT TEAM**

### **CABINET DECISION**

**Cabinet Member for Access, Communities & Community Safety – Cllr Steve Nelson**

#### **CUSTOMER SERVICE EXCELLENCE**

1. Summary

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

Customer Service Excellence accreditation is 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 has been reaccredited twice, once in May 2013 and again in May 2016. Accreditation operates on a three year cycle with two interim annual surveillance visits with the current accreditation due to expire in May 2019.

The purpose of this report is to inform Cabinet 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.

2. Recommendations

1. Note the Council's achievements in Customer Service Excellence including the 2018 surveillance visit.
2. Approve the continuation of Customer Service Excellence accreditation for three years from May 2019.

3. Reasons for the Recommendations/Decision(s)

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. Members' Interests

Members (including co-opted Members) should consider whether they have a personal interest in any item, as defined in **paragraphs 9 and 11** of the Council's code of conduct

and, if so, declare the existence and nature of that interest in accordance with and/or taking account of **paragraphs 12 - 17** of the code.

Where a Member regards him/herself as having a personal interest, as described in **paragraph 16** of the code, in any business of the Council he/she must then, **in accordance with paragraph 18** of the code, consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest and the business:-

- affects the members financial position or the financial position of a person or body described in **paragraph 17** of the code, or
- relates to the determining of any approval, consent, licence, permission or registration in relation to the member or any person or body described in **paragraph 17** of the code.

A Member with a personal interest, as described in **paragraph 18** of the code, may attend the meeting but must not take part in the consideration and voting upon the relevant item of business. However, a member with such an interest may make representations, answer questions or give evidence relating to that business before the business is considered or voted on, provided the public are also allowed to attend the meeting for the same purpose whether under a statutory right or otherwise (**paragraph 19** of the code)

Members may participate in any discussion and vote on a matter in which they have an interest, as described in **paragraph 18** of the code, where that interest relates to functions of the Council detailed in **paragraph 20** of the code.

### **Disclosable Pecuniary Interests**

It is a criminal offence for a member to participate in any discussion or vote on a matter in which he/she has a disclosable pecuniary interest (and where an appropriate dispensation has not been granted) **paragraph 21** of the code.

Members are required to comply with any procedural rule adopted by the Council which requires a member to leave the meeting room whilst the meeting is discussing a matter in which that member has a disclosable pecuniary interest (**paragraph 22** of the code)