

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting17th November 2022

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 (CSE) was a national quality mark that acknowledged organisations that demonstrated a customer-focused commitment to all that they do. The rigorous assessment process included a review of relevant documents, followed by an on-site inspection to observe practical evidence.

There were 5 criteria that must be satisfied with a number of elements within each. Compliance plus was awarded for elements where exceptional strength was demonstrated.

Assessment followed a 3-year cycle, with a full assessment in year 1 followed by 2 annual reviews to ensure standards were maintained. Stockton Council had been accredited with Customer Service Excellence since 2010 and had demonstrated continuous improvement through every assessment cycle.

The 3-year cycle started again in 2022, with all our previous points of compliance being reset and re-evaluated. Effectively, the bar raises each year as exemplary practice becomes embedded in normal delivery. Staff from a range of Council services provided supporting evidence for the written submission and hosted visits for the assessors to observe practical examples.

As a result of the assessment the Council achieved full compliance across all 57 aspects of assessment with compliance plus for 14 elements.

3. Reasons for the Decision

The purpose of this report is to inform Cabinet of the outcomes of the

Council's recent Customer Service Excellence assessment.

4. Alternative Options Considered and Rejected

None.

5. Declared (Cabinet Member) Conflicts of Interest

For transparency purposes Councillor Bob Cook outlined that with regard to agenda item 8 – Customer Services Excellence his daughter worked for SBC Customer Services.

6. Details of any Dispensations

None.

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

Midnight Friday 25 November 2022

Proper Officer
21 November 2022