

Report for: Overview and Scrutiny Committee – 20th October 2025

Title: Customer Services - Experience of Residents in Contacting the Council

Item number: 9

Report authorised by: Barry Francis, Corporate Director of Environment & Resident Experience

Lead Officer: Elaine Prado, Head of Customer Experience and Operations

Ward(s) affected: All

Report for Key/ Non Key Decision: N/A

1. Describe the issue under consideration

- 1.1 The presentation provided sets out the current position of the Council's Customer Services' telephony provision.

2. Recommendations

- 2.1 That the Committee give consideration to the contents of the report.

3. Background information

- 3.1 The provision of an excellent resident experience, is a key outcome of the Resident experience and enabling success theme, as set out in the Corporate Delivery Plan 2024-26.
- 3.2 Concerns about the availability of sufficient telephone support for residents that is offered by Customer Services, was raised at the Scrutiny Café in September 2024, and by the information contained within the Corporate Delivery Plan report for Q1 2025-26, that was presented to the Overview & Scrutiny Committee in September 2025.
- 3.3 Given the current Corporate Delivery Plan is due to expire in March 2026, the Overview & Scrutiny Committee requested an update on the current position of the Council's Customer Service telephone service, with a specific focus on current staffing levels, the ability to meet telephone demand, opportunities to improve the service's performance and the impact and future plans for digital change.

4. Statutory Officers comments

- 4.1 N/A

5. Use of appendices

- Customer Services - Experience of Residents in Contacting the Council (presentation)