

Customer Focus Working Group

Wednesday, 30th September, 2020

CUSTOMER FOCUS WORKING GROUP MINUTES

Members present: Alderman Rodgers (Chairperson); and
Councillors Bunting, Flynn and Hutchinson.

In attendance: Mrs. R. Crozier, Customer Focus Programme Director;
Mrs. S. Williams, Governance and Compliance Manager;
Mr. C. Quinn, Customer Services Manager;
Ms. K. Kennedy, Project Manager;
Mr. A. McMullan, Democratic Services Assistant; and
Ms E. McGoldrick, Democratic Services Officer.

Apologies

An apology was reported on behalf of Councillor Ferguson.

Declarations of Interest

No declarations of interest were reported.

Election of Chairperson

After discussion, it was:

Moved by Councillor Hutchinson
Seconded by Councillor Bunting,

Resolved - That Alderman Rodgers be appointed to the position of
Chairperson of the Working Group for the period ending in May, 2021.

Alderman Rodgers took the chair and thanked the Members for his appointment.

Update on Customer Focus Programme in the context of Covid-19 and Organisational Recovery

The Customer Focus Programme Director provided the Working Group with an update of the Customer Focus Programme to date, together with the planned services for Members. She outlined the Customer Focus Programme Implementation Plan and informed the Working Group that it had been revised in light of the Covid-19 Pandemic and council recovery programme requirements.

She advised the Working Group of the work which had been completed to date which included the launch of the Council's new website, a telephony upgrade and that

work is continuing on updating the content of the website, development of a new Corporate Customer Relationship Management system and implementation of the Customer Hub. She advised that the structure for the Customer Hub would be brought to SP&R committee in October 2020. She further advised that Phase 1 was on schedule to be completed for the launch in April 2021.

She highlighted that, in relation to the ongoing work being undertaken to implement the plan, resources might need to be diverted subject to the ongoing recovery work programme,

The Working Group noted the information which had been provided.

Workshop - High Level Blueprint for Elected Members and deeper dive into Intelligence and Insight needs

After the presentation, the Working Group undertook a Workshop Exercise to discuss the high level blueprint and Customer Hub services for Members.

Noted.

Engagement Plan and Next Steps

The Customer Focus Programme Director advised that in-depth individual sessions with Members would be required to analyse their requirements further and two nominees were required to test the new Website.

The Working Group noted that those Members in attendance would be contacted for further one to one sessions with the Customer Focus Programme Team and Councillors Flynn and Hutchinson would be contacted for Web Testing.

Date of next meeting

The Working Group noted that the next meeting would be held on 4th November.

Chairperson