

Overview and Scrutiny

Customer Insight Report

24 September 2013

Report of Corporate Performance Manager

PURPOSE OF REPORT

To review the quarter 1 Customer Insight Report to pick up any issues for further consideration, review or addition to the Committee's work programme.

This report is public

Recommendations

The meeting is recommended to consider:

- (1) To highlight any issues from the Customer Insight Report for further investigation or addition to the Committee's work programme.
- (2) To review the Customer Insight Report and request any improvements for future versions for the document.

Details

Introduction

- 1.1 The Customer Insight Report is a new approach to ensuring that complaints and customer feedback is reported, reviewed and that any issues are addressed.
- 1.2 The report is available to both Officers and Members and is intended to make accessing this type of information easier. It also aims to highlight the importance of learning from customer feedback by including a 'lessons learnt' section.
- 1.3 This is the first quarter the Insight report has been produced and the Committee is invited to review the content and suggest any improvements or additions to future versions.

Details

- 2.1 The Customer Insight Report brings together various elements of customer feedback (including complaints) into a single report with the aim of improving access to this information, which was previously held in a number of service areas, and highlighting any themes or issues of concern.
- 2.2 The Committee is invited to review the report and identify any matters it would like to further consider or add to its work programme. Alternatively the Committee may find the report is not of direct relevance to their work and choose not to consider it at future meetings.

Implications

Financial:	There are no financial implications arising from this report. Comments checked by Tim Madden, Interim Head of Finance, 0300 0030106
Legal:	There are no legal implications arising from this report. Comments checked by Kevin Lane, Head of Law and Governance, 0300 0030 107
Risk Management:	Failure to learn from customer feedback puts the council at risk of increased complaints, potentially more Ombudsman investigations and even litigation. Comments checked by: the author of this report is responsible for risk management.

Wards Affected

All

Corporate Plan Themes

All

Lead Member

Councillor Nicholas Turner
Lead Member for Customers and Performance

Document Information

Appendix No	Title
Appendix 1	Customer Insight Report
Background Papers	
None	
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