

Overview Select Committee

Customer Services

Date of Commission meeting: 9th November 2023

Deputy City for Housing & Neighbourhoods

Lead officer: Andrew Shilliam, Head of the City Mayor's
Office and Customer Support Transformation

Useful information

- Ward(s) affected: All Wards
- Report author: Andrew Shilliam, Head of the City Mayor's Office
- Author contact details: 0116 454 0131 / andrew.shilliam@leicester.gov.uk
- Report version number: V1



1. Summary

- 1.1. The Council continues to operate a multi-channel corporate customer services function, with people able to make contact face-to-face, by phone, by email/webform, and through an increasingly comprehensive digital offering.
- 1.2. The presentation that accompanies this report sets out some key national industry trends and provides more information to the Overview Select Committee about the corporate customer service arrangements we have in place.

2. Recommendation(s) to scrutiny

- 2.1. To note the information provided in this report and the accompanying presentation, and to make any recommendations regarding the customer services offer at the Council for consideration by the Deputy City Mayor for Housing and Communities.

3. Supporting Information

- 3.1 The appended presentation explains:
 - Current industry trends regarding customer services in the UK.
 - Our approach to handling customer contact and operating a corporate customer service offer.
 - The Council's digital contact offer.
 - The Council's telephony customer contact offer through the Customer Service Line.
 - The Council's face-to-face contact offer, enabled through the Customer Service Centre.
 - Customer Service Centre use.
 - Customer Service Line performance.
 - Service improvement and change activities taking place or planned.
- 3.2 It is expected that the Overview Select Committee will be interested elements of the corporate customer services function, and as such may want more information about some of the above. This presentation is intended to provide an initial, yet reasonably detailed outline of what we do now and what improvements are planned so that the committee can consider for themselves what further information or review might be required.

4. Background information and other papers:

N/A

5. Summary of appendices:

Appendix A – LCC Customer Services presentation slides

6. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

N/A