

Summary of consultation feedback on Customer Strategy 2012 - 2015

Consultation undertaken in the form of:

- Bespoke events for Equalities Advisory Group (EAG) and staff equalities group with face to face discussion sessions.
- Participation in “Getting it right” workshops offered to resident groups, local businesses, stakeholders and partner organisations.
- Presentation of the strategy to EAG events i.e. fairs and meetings
- Distribution of the strategy via e-mail for comments to internal council staff groups and other cross-council consultees.

Summary of feedback points	Response	How this will be delivered.
<p>I feel we need to manage expectation of customers so they are realistic in what they are likely to receive.</p> <p>If you say you are going to do something i.e. Ring back you must do it.</p> <p>Keep customers informed</p> <p>Possibly extend face to face reception times/ycc open longer.</p> <p>People never ring back.</p> <p>Make better use of technology, facebook, twitter, text messaging, website improvements.</p> <p>Include everyone – exclude no one.</p>	<p>We will improve the ways and choices of ways you can access our services that suits your lifestyle, preferences and needs.</p> <p>When you need us we will provide a service in a courteous, responsive and timely way.</p> <p>We are committed to working with you and other providers of services, to join up processes to provide effective and seamless access to services.</p> <p>We will continually assess the quality of our services to you to make sure they remain accessible, efficient and include everyone.</p>	<p>We will monitor and use results from, customer feedback and complaints; customer satisfaction survey results; Mystery Shopping exercises to identify positive and negative impacts for individuals from Communities of Identity.</p> <p>We will provide training for staff to ensure they have the right skills and behaviours.</p> <p>We will continue to engage and consult with individuals from Communities of Identity and groups as the Customer Strategy progresses.</p> <p>We will continue to engage and consult with staff as the</p>

<p>Council staff regardless of where they work should be respectful to customers.</p> <p>The first person you speak to doesn't always have to resolve the issue, as long as they take ownership of passing you onto the right person first time that's OK.</p> <p>Its impossible to own every query, the biggest skill is to find out what is required and how to handle it - be accountable.</p> <p>Communicate much more with all groups as ward groups ending (police, parish councillors & CAB)</p> <p>Train staff to deal with minority group issues</p> <p>Keep communities and residents informed of what you are doing so they know what to expect</p> <p>Getting in touch is a problem. Big issue with voice recognition facility in terms of recognising accents and correcting a wrong name.</p>	<p>We will make it easier for you and your community to do things for yourselves in your own local areas by understanding you and your communities better.</p>	<p>Customer Strategy progresses.</p> <p>We will improve access to services as a result of our opening hours review.</p> <p>The York Customer Centre is using all the information about the problems with the automated speech server system to help us improve this system and in conjunction with neighbouring councils.</p> <p>Provide effective training for staff to use Language Line, and in reporting Hate Incidents/Crimes</p>
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