

Action	Description	Responsible officer and start date
To provide customer service training to all front line staff	To ensure staff are trained to understand the importance of putting the customer first, and how to deliver quality customer care.	Customer services team leader June 2017
Promotion of self-service during customer contact	When dealing with customers, encourage self-service for those that are able to access these more economical ways of contacting the council.	Customer services team leader May 2017
To review the effectiveness of the Advice and Information Centre buildings	To carry out a review of the effectiveness of the AICs to ensure they meet the needs of our customers and the council.	Policy and communications manager July 2017
Make online forms as customer-friendly as possible	To encourage customers to use our online services and ensure that our online forms are accessible and easy-to-use, arrange for a representative from customer services to sit and input into the 'making online forms great again' project group.	Customer services team leader May 2017
To review the complaints system	A year on from its implementation, carry out a review of the complaints system to ensure it is an effective tool.	Policy and communications manager April 2017
To further embed the customer care standards in teams across the council	To ensure our customers receive consistent excellent customer service, work with operational managers to ensure the standards are being embedded in the way they work.	Policy and communications manager June 2017
To introduce a method of gathering service-level feedback from the website	To work with the web design officer to implement a method on the new website to gather customer feedback, and to work with operational managers to ensure feedback is used to shape future service delivery.	Policy and communications manager. Web design officer September 2017

Action	Description	Responsible officer and start date
To ensure we deliver a customer-focused planning service	To work with the head of development and improve the customer focus of the planning service Head of development	Policy and communications manager May 2017
To support customer-focused Council Plan actions	Ensure customer care is at the heart of the customer-focused Council Plan actions. For example the review of garden waste, and the reception refurbishment.	Various officers overseen by policy and communications manager