

Report for Nantwich Town Council Policy Committee

Item 4

Date of Meeting: 24th June 2021

Customer Service Policy

1. Purpose of Report

To consider recommendations for the adoption of the attached Customer Service Policy.

2. Background

The Town Council's approved Corporate Plan contains an action to develop a Customer Service Strategy. In addition, one of the requirements of the Local Council Award Scheme is to show evidence of a customer service and how the council handles correspondence with the public.

Whilst the target date to develop a Customer Service Strategy on the Corporate Plan is the Summer of 2023, it is the ambition of the Town Council to make an application to the Local Council Award scheme by the Summer of 2022.

3. Considerations

The attached draft Customer Service Policy has been developed in three sections with the first section helping the customer understand our commitment to customer service and what they can expect from the Town Council. The second section provides guidance for employees on how to deal with customers through different channels and the third section contains the key performance indicators for customer service.

Whilst this is a new policy of the Town Council, many of the requirements of the policy are already carried out by staff, but the policy re-affirms the Town Council's commitments and once approved will be published on the website.

4. Recommendations

4.1 That members considered the attached policy and recommend adoption to Full Council.

5. Financial Implications

There would be no financial implications as a result of this report.

6. Equalities Impact

Whilst there would be no direct equalities impact, the adoption of such a policy will ensure all customers are treated equally taking into account equality and diversity so that all members of our diverse community can access services in their preferred way e.g.

- Translation/interpretation can be arranged when languages other than English are used;
- Customers with sensory impairments can be assisted through their chosen medium;
- Customers with a learning disability will be offered clear and simple advice and instructions, sensitively provided.

7. Personnel Implications

There would be no personnel implications as a result of this policy.

8. Environmental implications

There would be no environmental implications as a result of this report.

9. Consultation

The adoption of such a policy will allow for improved involvement with the community and its residents.