



To: Finance and Corporate Services Scrutiny Board 1

Date: 7th July 2021

Subject: Customer Services

1 Purpose of the Note

- 1.1 To provide an insight into Customer Services through the pandemic; the additional activity that has been and continues to be undertaken and the business as usual performance during that time.
- 1.2 To highlight the learning that has been taken from these recent months and to demonstrate how that will be used to continue to evolve the service on behalf of the residents of Coventry.

2 Recommendations

- 2.1 The Finance and Corporate Services Scrutiny Board 1 is recommended to:
 - 1) Consider the content of the presentation attached at Appendix 1
 - 2) Identify any recommendations for the appropriate Cabinet Member
 - 3) Identify any areas the Board would like to consider in more detail at a future meeting

3 Information/Background

- 3.1 Customer Services supports the delivery of support and advice through a number of telephone-based teams, face to face outlets and other digital channels. Alongside that it has responsibility for the provision of organisational support through administration, Executive Support and Digital Print and Mail.
- 3.2 Like many service areas the pandemic necessitated a fundamental change in the way that all of these services work to continue to enable customers to access service provision and support the organisation in the provision of core functionality.
- 3.3 While much of the business as usual activity was retained during this time, the service undertook more of an enabling role working with colleagues across the organisation and beyond to achieve positive outcomes for the residents of the City. The learning from this has helped to shape the future role of the service as outlined in the accompanying presentation in Appendix 1.

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