
To: Scrutiny Co-ordination Committee

Date: 16th September 2026

Subject: Customer Communication and Service Standards

1 Purpose of the Note

- 1.1 To establish a task and finish group (T&F) to consider how residents experience Council services when reporting issues and whether service expectations and communications are clear, consistent and joined up across the organisation.

2 Recommendations

- 2.1 The Scrutiny Co-ordination Committee are recommended to:
- 1) Establish a task and finish group to consider Customer Communication and Service Standards (Scoping document can be found in Appendix 1)
 - 2) Identify Members to take part in the task and finish group

3 Information/Background

- 3.1 The proposed task and finish group will consider how residents experience Council services when reporting issues, and whether service expectations and communications are clear, consistent and joined up across the organisation.
- 3.2 Members have previously highlighted that residents are often less concerned with how services are organised internally and more focused on understanding what will happen after a report is made, how long it is expected to take, and how they will be kept informed throughout the process.
- 3.3 The group will receive updates on reporting and communication processes across a representative sample of a cross-section of Council Services.
- 3.4 Officers will outline how residents currently report issues, how information is recorded and tracked, how updates are provided, and how far response times, service standards and expectations are communicated to residents.
- 3.5 Members will consider examples of good practice already in place, including automated updates and reporting systems, as well as challenges arising from the use of different systems and reporting routes across services.
- 3.6 The discussion will also involve relevant colleagues responsible for transformation, performance and systems integration, to provide an overview of how reporting and communication systems operate across the Council and how they connect internally.

- 3.7 The task and finish group will explore opportunities to improve consistency, strengthen communication with residents, support the One Coventry approach and identify whether technology, automation and improved system integration could help provide a clearer and more standardised customer journey across service areas.
- 3.8 Key lines of enquiry will include how residents currently report issues; how expectations around response times and service standards are communicated; how residents receive progress updates and confirmation when action has been completed; how different Council systems interact; and what opportunities there are to improve consistency, transparency and customer confidence across services.

Appendix 1: Draft scoping document

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