



## **NORTHAMPTON BOROUGH COUNCIL**

### **Scrutiny Panel 3 - Customer Services**

#### **Core Questions – EMS and Northampton Leisure Trust**

- 1 Please supply details how you evaluate whether customer services is providing value for money around:
  - I. The quality of the Service and Service delivery
  - II. Customer Satisfaction across the whole organisation
  - III. Cost and efficiency
  - IV. Staff satisfaction of the process
- 2 Please explain how you use current technology and social networking to drive services forward?
- 3 How do you encourage customers to access the Internet to make contact with the Council?
- 4 Please explain the advice and services that you provide to customers who are unable to access the Internet
- 5 In particular, in relation to those customers who have the most need for services, please explain how the services that the organisation offers are advertised
- 6 Do you feel that the One Stop Shop at the Council makes best use of the space available, and how would you rate comfort and accessibility?
- 6(a) What do you feel are the best features of the One Stop Shop and why?
- 6(b) Please provide suggestions of where you feel improvements could be made?
- 7 Do you feel that customers are comfortable entering the One Stop Shop, if not, please provide examples of why you feel this is the case

- 8 Please supply details of how the customer can access the customer services facilities
- 9 Is the organisation successfully identifying the levels of the service that the customer requires? If not please explain why.
- 10 Please advise which is the most frequently used method of contacting customer services
- 11 How does the organisation prioritise emergency situations?
- 12 Please supply details of a 'Lessons Learnt Process' that is in place following contact with difficult customers?
- 13 Please supply details of how you analyse complaints received and how complaints are dealt with?
- 14 Please explain the process for customer contact with the organisation during out of hours?
- 15 Please provide your views on the benefits of a shared customer services facility
- 16 Please supply details of both allocated and unallocated reserves for customer services for your area?
- 17 Any other comments