

Tickenham Parish Council response to the North Somerset Council consultation on their Customer Service Strategy

Consultation Customer Service strategy

Q1. Having read the draft strategy, is there anything in it that you think is likely to have an impact on you?

Please also consider any impact based on any 'protected characteristic'

It is against the law to discriminate against someone because of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

These are called protected characteristics.

YES

NO

Please let us know if you have any thoughts about the strategy, for example anything you like or anything you think is missing?

1. The strategy document is not dated, numbered, referenced) or versioned. Surely it should have a reference number and version so that both North Somerset Council and your customers know what version of the strategy you are working to?
2. The strategy commencement is undated. When does the 5 year period commence?
3. Unfortunately, the strategy is not referenced by numbering the headings and statements which makes providing you with targeted feedback more difficult.
4. The biggest problem with the document is that it states that it provides a vision for the North Somerset Council Customer Service Strategy and a plan to deliver it. There are no measurable objectives that will allow North Somerset Council or your customers to see if you have succeeded with our strategy.
5. We like the 7th bullet point on page 3 under Customer Focussed: improve our data sharing practices making sure that you only need to tell us your information once wherever possible.
6. Your 6th bullet point on page 3 under Connected: provide local customer access for residents living in rural areas flies in the face of your aim to improve digitisation.
7. Your 7th bullet point on page 3 under Connected: reduce the number of touchpoints across the council and signpost you to the most direct way you can access the services you need. Would touchpoints be better as access points?
8. Your 4th bullet point on page 5 under Partnership: work with the 3rd sector and regional partners to support those who need it the most. Is the third sector the same as third parties?
9. Your last bullet point on page 6 under Digital. Believe "new anything" in your last bullet point on page 6, should be "anything new".
10. Your current digital process for reporting potholes is to be commended. Particularly like the clear definition of what varying potholes are, and the ease with which they can be located on a map and photographs uploaded.
11. It would greatly assist Parish Councils if a copy of the consultation questionnaire could be provided as an Adobe Acrobat or WORD document as Councils have to meet and discuss these consultations to obtain a consensus prior to responding.