

## **CABINET MEMBERS REPORT TO COUNCIL**

**17 December 2025**

**COUNCILLOR L WITHINGTON - CABINET MEMBER FOR  
COMMUNITY, LEISURE & OUTREACH**

For the period November to December 2025

### **1 Progress on Portfolio Matters.**

Over the past months, Customer Services has continued to deliver steady and reliable support across all core areas. Although this period is traditionally quieter for major projects, the team has remained focused on maintaining the high standards achieved in recent months.

Like many services, we experienced a wave of seasonal colds which affected staffing levels; however, call wait times remained stable thanks to careful planning and the flexibility of the team. We are committed to maintaining service levels without disruption for residents wherever possible.

We have also been supporting colleagues in Revenue Services as they carry out a review of retail premises across the district. This has naturally led to an increase in enquiries from business owners, but our advisors have handled these calls effectively and assisted customers with completing online forms to help keep the process running smoothly.

Work has continued on monitoring and refining improvements made to the Contact Us page, ensuring customers can reach the correct online form quickly and efficiently. Early feedback suggests these changes are reducing unnecessary or avoidable contact and enabling residents to resolve issues more independently.

#### **Performance Overview**

- Total customer contacts/transactions: 11,106
  - Digital contacts (Online forms/email): 4,734 (42.6%)
  - Traditional contacts (Tel/Face to Face/Post): 6,372 (57.4%)
- Customer satisfaction survey response rate: 16.33%
  - Satisfied with ability to contact the Council: 80.97%
  - Satisfied with helpfulness of CSA: 90.30%
  - Satisfied with advice given: 90.26%
  - Satisfied with overall experience: 85.39%

## Customer Feedback Summary

November's customer feedback highlighted consistently high levels of satisfaction with our Customer Services team, particularly around empathy, clarity, and efficiency. Customers frequently described their interactions as friendly, reassuring, and professionally handled.

Key themes from November's feedback included:

**Politeness, kindness, and empathy** - Staff were praised for being supportive and understanding.

*"I was extremely stressed and upset... I was quickly put at ease by an incredibly helpful and patient individual."*

**Clear communication and knowledge** - Customers valued clear explanations and confident guidance.

*"Helpful service. Clear and knowledgeable staff member."*

**Efficient problem resolution** - Enquiries were handled quickly and smoothly.

*"Very easy to get the issue resolved."*

**Positive face-to-face experiences** - Reception and front-of-house staff were professional and welcoming.

*"Friendly, efficient staff who renewed my permit straightaway."*

**Supportive and reassuring interactions** - Staff helped customers feel more confident and less anxious.

*"Felt genuinely cared for and that they would try to help."*

## 2 Forthcoming Activities and Developments.

As we move through the winter period, we'll be focusing on consolidating recent improvements and preparing for the busier months ahead, including the usual cycle of new council tax bills.

We are taking the opportunity to review our internal processes, particularly around how we manage peak demand and staff availability during periods of illness. This work will help strengthen our resilience and ensure consistent service levels for residents throughout the year.

We will also continue to support colleagues across the council as needed, ensuring we are ready to assist with upcoming projects and any additional demand that arises in the new year.

<b>3      Meetings attended</b>
Customer Services Resource Meeting