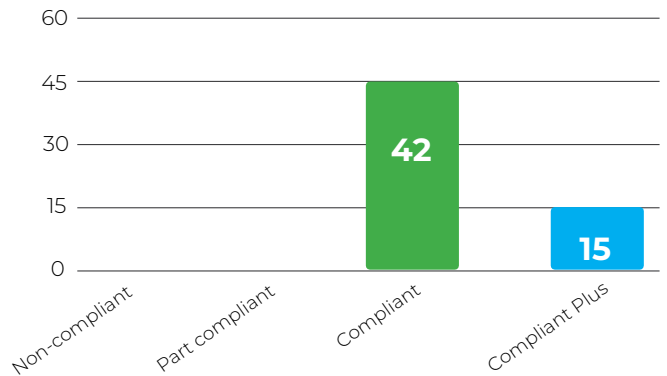


Customer Service Excellence Assessment Summary 2021



“They aren’t like people you meet in real life, if everyone was like them, the world would be a better place.”

“There is great care and attention given to clients.”

“COVID response has been particularly robust.”

Areas of Compliance Plus

- ★ Making an effort to identify hard to reach and disadvantaged groups and developing services in response to their needs
- ★ Making positive changes to services as a result of analysing the client experience
- ★ Corporate and leader commitment to putting clients at the heart of service delivery
- ★ Empowering all colleagues to promote and participate in our client-focused culture
- ★ Recruitment, training and development support client-focused services
- ★ Colleagues are polite and friendly to clients, understanding their needs
- ★ Providing clients with the information they need in varied ways that meet their needs and preferences
- ★ Clean and comfortable premises and facilities
- ★ Working in partnership with other providers for the benefit of clients
- ★ Developing, learning from and sharing best practice
- ★ Having a strategy for engaging and involving clients using a range of methods
- ★ Using client insight to inform policy and strategy and to prioritise improvement activity.
- ★ **NEW: Developing insight about our client groups to better understand their needs and preferences.**
- ★ **NEW: Making customer consultation integral to continually improving, and advising customers of results and actions.**
- ★ **NEW: Taking reasonable steps to make sure clients have received and understood the information we provide.**