

CUSTOMER ENGAGEMENT STRATEGY 2020-2022

MINUTE OF THE LANDLORD SERVICES COMMITTEE (CABINET WORKING GROUP) HELD ON 30 OCTOBER 2019

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The Working Group considered the joint report of the Corporate Director of Transformation and Resources (Interim) and Corporate Director of Place and Community, which is due to receive formal consideration by Cabinet on 5 November 2019, which seeks approval of the Customer Engagement Strategy and associated action plans.

The Customer Engagement Manager attended the meeting and provided an overview of the report, clarification of the issues raised, referring to details as set in the report and responded to questions.

Comments and questions were raised in respect of the following:

- Delay in Government white paper. Action plan incorporates an analysis of the green paper.
- Getting hard to reach Customers involved and how to engage them.
- Voice Scape being trialled to increase feedback levels
- Offering support to vulnerable Customers. Providing assistance and signposting where required.

RESOLVED: That the report and recommendations to be submitted to Cabinet on the 5 November 2019, be noted.