

Service	Customer Services
Completed by & title	Sean Anderson Head of Customer Services
What effect did the adverse weather have on your service?	<p>Immediate effect. Operationally the Contact Centre became the primary method of contact for the public and colleagues, providing information, guidance, prioritising service requests and liaising with the EOC. In the first few days the Contact Centre operated through to 7.00 pm and throughout the that first weekend.</p> <p>In support of the EOC Head of Customer Services acted as 'Controller' on the first and last 'shifts' and many in between – (40 hours overall) supported by colleagues from within the Contact Centre over the two week period of activity.</p> <p>Post flooding the service coordinated the applications and payments in respect of the various Government Council Tax and Business Rate Reliefs – this is on-going.</p> <p>This put a strain on the service which reduced capacity to deliver the 'day job' which in turn had a negative impact on the service Performance Indicators,</p>
What plans did your service have in place beforehand to help manage the impact of the severe weather?	Customer Services has significant experience in this area having supported services and residents over a range of incidents which have impacted on the District. Plans are well tested and robust and we are satisfied that we can continue to be equally as effective in the future
Of the actions that you had planned, what worked well?	The relationship the EOC was good throughout – the Contact Centre has significant geographical local knowledge which proved invaluable to residents and colleagues. The Service also has an in depth knowledge of how the Council operates and who to talk to – engendered by an excellent rapport between all.
What worked less well or would you change for future events and why?	At times the EOC did not cascade information - leaving a void. This in the main was attributable to who was the operational controller and their experience in the role. At time very good – at others less so
What changes, if any, were made to your plan in response to events and what effect did they have?	None.
Please outline any other comments that you may have for the Commission.	Customer Services is well placed to provide an immediate and effective response – this is proven. What was unusual in this situation was the extended nature of the incident – two weeks. Whilst we managed to provide a good service I fear anything beyond this time scale would cause problems. Resources within Customer Services are thin at best and staff were becoming tired

	<p>whilst supporting the incident and doing the 'day job' – our success is very much due to staff good will and having to deal with both over a prolonged period tested that good will - which I would like to add was freely given throughout.</p>
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