

Brighton & Hove City Council

Council

Agenda Item 48

Subject: Better Customer Service

Date of meeting: 19 October 2023

Proposer: Councillor Shanks

Seconded: Councillor Goldsmith

Ward(s) affected: All

Notice of Motion

Green Group amendment

That deletions are made as shown with ~~strike through~~ below and additional recommendations are added as shown in ***bold italics*** below:

This Council:

- 1) Notes the ongoing public dissatisfaction and high volume of complaints Councillors receive from residents about basic council services from missed refuse and recycling to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to the general maintenance, upkeep and cleanliness of our city; ***and notes the continued impact of both the pandemic and government cuts to public services;***
- 2) Notes that according to the Annual Customer Insights Report, the overall customer service satisfaction rate is 59%; ***an increase on the previous year;*** that only 51% of customers find the service easy to access; that stage 1 complaints have increased by 25% since 2021/22; that face-to-face service accounts for less than 5% of all contact; that contact with customers is down 22% overall since 2018;
- 3) Notes that a 28% increase in the Brighton & Hove 65+ population is expected in 2030 – from 38,300 to 50,100.

This council therefore resolves to:

- ~~Complete a review~~ ***Request that a briefing is provided to all councillors informing them of the current*** of face-to-face Customer Service & Housing Support provided to Brighton and Hove residents from Hove Town Hall and Brighton Town Hall, ***so that councillors are fully aware of the current provision and can best signpost those who are digitally excluded;***
~~to determine the best options for the future of the service,~~
- ***That as part of this briefing detail is provided on any plans*** to including locating customer service points in libraries or other council buildings throughout the city.
- Consider all council-owned buildings should relocation be determined as the appropriate action;
- Publicise and promote any future changes to the provision widely; ***and detail how digitally excluded residents are informed of current services;***
- ~~Return to previous levels of face-to-face service in recognition of the~~

- challenges many residents face in accessing email and telephones;
- ~~Increase weekday telephone operating hours until 5.30pm;~~
 - ~~Open face-to-face customer service points at weekends;~~
 - ~~Reach a satisfaction rate of 70% by July 2024.~~

Supporting Information:

[Annual Customer Insight Report 202223 APX. n 1.pdf \(brighton-hove.gov.uk\)](#)

Proposed by: Cllr Shanks

Seconded by: Cllr Goldsmith

Recommendations to read if carried:

This Council:

- 1) Notes the ongoing public dissatisfaction and high volume of complaints Councillors receive from residents about basic council services from missed refuse and recycling to overgrown weeds; to graffiti and litter on our streets, beaches and in our parks; to the general maintenance, upkeep and cleanliness of our city; and notes the continued impact of both the pandemic and government cuts to public services;
- 2) Notes that according to the Annual Customer Insights Report, the overall customer service satisfaction rate is 59%; an increase on the previous year; that only 51% of customers find the service easy to access; that stage 1 complaints have increased by 25% since 2021/22; that face-to-face service accounts for less than 5% of all contact; that contact with customers is down 22% overall since 2018;
- 3) Notes that a 28% increase in the Brighton & Hove 65+ population is expected in 2030 – from 38,300 to 50,100.

This council therefore resolves to:

- Request that a briefing is provided to all councillors informing them of the current-face-to-face Customer Service & Housing Support provided to Brighton and Hove residents from Hove Town Hall and Brighton Town Hall, so that councillors are fully aware of the current provision and can best signpost those who are digitally excluded;
- That as part of this briefing detail is provided on any plans to-including locating customer service points in libraries or other council buildings throughout the city.
- Consider all council-owned buildings should relocation be determined as the appropriate action;
- Publicise and promote any future changes to the provision widely; and detail how digitally excluded residents are informed of current services;