

# CUSTOMER EXPERIENCE PEER CHALLENGE

Response to 'quick wins' and practical actions



## Appendix 2

	Peer Challenge suggestion	Council response
1	Endorse the Council's 'Playing with Open Data' approach and stick with it	We are sticking with it! 'DATA Play 9: Libraries and city challenges' took place on 26 October 2018 with support from the Council's libraries service, City College, Libraries Hacked, You Curate, the Minecraft in Schools project and many others. We will explore ways in which Open Data becomes a key strand in the Council's developing digital strategy.
2	Arrange sessions for colleagues across the Council to hear about your innovative approach to multiple, complex needs through the Complex Needs System Optimisation Group.	We will build on the progress made in the development of co-production processes that enable better outcomes for people with complex needs, including substance misuse, mental health, homelessness, offending and domestic abuse. A number of Council services are already involved, including Integrated Commissioning, Public Health and Community Connections. A series of skills sharing sessions is planned for the new year based on the leadership work already undertaken.
3	Conduct a flow analysis – we suggest starting with the housing and homelessness customer journey	Work is already underway in analysing the customer journey in a number of services with a view to better integrating our existing resources and technology. The housing needs and homelessness service is among these, and the results of this work will be managed and monitored through the Customer Experience Programme Board.
4	Undertake a diagnosis of systems downtime in the One Stop Shop and Customer Contact Centre	This diagnosis was undertaken as soon as we received the draft peer challenge report, and identified a number of 'out of date' IT applications that were affecting our overall performance. These are being urgently updated. Systems downtime in the One Stop Shop and Customer Contact Centre is being more closely monitored for improvement.

	<b>Peer Challenge suggestion</b>	<b>Council response</b>
5	Consider Leader/Chief Executive roadshows on the importance of learning from best practice in the Council and from partners on approaches to customer experience	We are identifying ways in which we can extend the existing 'Tea with Tracey' Chief Executive sessions and the monthly Vlogs to further share good practice across the Council. This will form part of our revised approach to workforce development and internal communications.
6	Communicate as a council about the rationale for student accommodation, as part of the growth plans set out in the Plymouth Plan	As the Plymouth Plan approaches adoption, a detailed communication plan is being developed to ensure that our award-winning approach to the city's spatial planning, is understood and contributed to by all stakeholders.