

Customer Experience Strategy Consultation - Update

Presenter:

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What we will cover today

1. Outline of the consultation exercise
2. Survey questions
3. Focus Groups
4. Questions

1. Outline of the consultation exercise

- Consultation on the draft Customer Experience Strategy ran from 7 November 2022 to 9 January 2023
- Consultation was undertaken via:
 - Citizenspace Survey
 - Telephone Survey
 - Face to Face Survey
 - Equality, Diversity and Inclusion Focus Groups

2. Survey questions

Do you have access to a device (Smartphone, Tablet, Laptop)?	Would it help you if you could attend a library or community hub nearer your home to access customer services?
How do easy do you find our website to use?	Do you agree with our customer promise?
Do you agree with our 5 priorities?	What would you like to see included in our customer promise?
Do you have any suggestions about how we can make our services more accessible?	Are there any other priorities you think should be included in our Customer Experience Strategy?
Do you think the Strategy will help make customer services more accessible for you?	If you were able to borrow a device with internet access, would you have attempted to complete your enquiry on your own?

3. Focus Groups

- The draft Strategy has been shared with EDI Forum stakeholders for comment and recommendations.
- EDI Forums were invited to focus group sessions and the survey was also shared with those who were unable to attend.

4. Questions

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