



City and County of Swansea

**EXTRACT FROM Minutes of the Corporate Services & Financial Resilience Service Transformation Committee**

**Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams**

**Tuesday, 12 December 2023 at 2.00 pm**

**Present:** Councillor V M Evans (Chair) Presided

**Councillor(s)**  
E T Kirchner

**Councillor(s)**  
F D O'Brien

**Councillor(s)**  
L V Walton

**Officer(s)**

Caritas Adere

Emily-Jayne Davies

Sarah Lackenby

Rhian Millar

Lee Wenham

Samantha Woon

Associate Lawyer

Strategic Policy Officer

Head of Digital and Customer Services

Consultation Co-ordinator

Head of Communications & Customer Engagement

Democratic Services Officer

**Also present**

Councillor H Gwilliam – Cabinet Member for Community

Councillor A S Lewis – Cabinet Member for Service Transformation

**Apologies for Absence**

Councillor(s): P N Bentu

**18 Customer Charter and Service Standards Framework.**

The Head of Digital & Customer Services presented the Customer Charter and Service Standards Framework.

The Committee had discussed the draft Customer Charter and Service Standards at their meeting on 25 July, 2023 following which public consultation and engagement was undertaken in the form of a survey. The Charter and Standards had been updated as a result of feedback in the survey. Further views were being sought with specific consultation groups before the Charter and Standards are submitted to Cabinet for approval on 18 January, 2024.

The Customer Charter and Service Standards Framework is a dynamic set of guidelines which will require constant review and will be updated in line with changes to legislation and working practices. Therefore, although it is recommended that this version of the Charter and Standards are adopted, it will be subject to change and development.

There were 73 responses to the survey of whom 81% were Swansea residents and 16% were Swansea Council staff. A summary of feedback from residents regarding the Customer Charter was detailed.

With regard to the Service Standards listed for each service area, some comments were received around individual cases and current service requests, these would be passed to the relevant department.

It was noted that providing access to information and services in alternative formats such as large print or braille would incur additional costs for some services which is expected to be accommodated within existing budgets.

Committee questioning and discussion focussed on:

- Timescales in regard to dealing with Council Tax and Free School Meals – the Head of Digital & Customer Services will liaise with the relevant Heads of Service on this.
- Corporate complaints had benefitted from the introduction of a new system which had assisted with processing times. Freedom of Information requests could prove complex if responses were required from multiple organisations. In these cases, the individual would be advised of revised response times if the timescales were not feasible.

The Head of Digital and Customer Services stated that she would report the Committee comments to Leadership Team.

The Chair thanked the Head of Digital & Customer Services for the informative report.

**Resolved** that:

- 1) the Chair present the Customer Charter and Service Standards Framework to Cabinet on 18 January, 2024, for approval and adoption from 1 April, 2024.

The meeting ended at 2.17 pm