

### **Customer Experience Board & Governance**

South & East Lincolnshire Council's Partnership require a clear governance structure and arrangements to ensure that it can achieve the ambition and deliver outcomes outlined in the Customer Experience Strategy.

The newly established Customer Experience Board will have oversight for the Customer Experience Strategy and work collaboratively to enable the effective strategic direction and co-ordination of delivery.

This framework supports the Member Governance Structure which forms part of the approved Memorandum of Agreement for South & East Lincolnshire Councils Partnership and will be regular reviewed to ensure it is meeting needs of the Councils.

#### **The Customer Experience Board has the following objectives:**

- To develop a single Customer Experience Strategy for the partnership in support of the opportunities identified within the approved S&ELCP Business Plan
- To identify opportunities to create a single improved approach for customer experience across the partnership based on best practice
- To support the development of organisational cultural and the 'One Team' partnership ethos in support of customer experience
- To support the ambitions of the S&ELCP through improved outcomes for our communities
- To inform the development of the ICT Strategy for the Partnership reflecting the vision and ambitions of the Customer Experience Strategy
- To develop customer standards for the Partnership and ensure correct standards are applied and maintained
- To address service issues which do not meet the aspirations and aims of the Customer Excellent Strategy
- To develop a customer insight model, intelligence reporting and data collection to inform policy development for the Partnership
- To lead the customer relationship with PSPS Ltd

The bi-monthly meetings are chaired by either South & East Lincolnshire Councils Partnership's Deputy Chief Executive (Communities) or Assistant Director (Well Being & Community Leadership).

The membership of the Customer Experience board includes the following representatives:

- Head of ICT (PSPS Ltd)
- Head of Customer Contact (PSPS Ltd)
- Customer Operations and Delivery Manager (PSPS Ltd)

- Assistant Director (Neighbourhoods)
- Assistant Director (Corporate)
- Assistant Director (Housing)
- Senior Change and Performance Business Partner

Where appropriate, if any investment is required to support delivery of the strategy services will be required to bring forward a business case. It is expected that services will work with the relevant Portfolio Holders in developing and agreeing business case to ensure the right level of operational and political balance is achieved. All business cases will require approval from both the Customer Experience Board and Portfolio Holders responsible for Customer Experience thereafter.

Any projects that emerge to support delivery will be managed in line with South & East Lincolnshire Council's Partnership's Project Management Framework; **with the Customer Experience Board and service specific Portfolio Holders retaining a level of strategic oversight.**

Projects will usually be planned activity as part of the S&ELCP Annual Delivery Plan. Customer Service Board will produce quarterly highlight reports to update on status, track activities and details of risks and/or issues.