Assessment Report

Customer Service Excellence

Argyll and Bute Council Corporate Template Argyll and Bute Council Legal and Regulatory Support

Successful

20 November 2022

Assessment Summary

Overview

Overall Self-assessment   Unprocessed

Overall outcome   Successful

Remote RP1 2022 Legal & Regulatory Support provides a range of largely, but not exclusively, internal services e.g. support to Council Services, Councillors and the framework against which the corporate objectives of the Council and Community Planning are pursued. It includes Legal Services: Commercial and Corporate and has responsibility for delivering elections and support to Community Councils. Particularly in its delivery of elections and management of complaints and FOI/DPA matters, Governance and Law provides a service to all elements of the community and its Trading Standards Team are very public facing. Approximately 90 staff are employed throughout this organisation.

A thorough approach continues to be maintained to the whole approach to customer service delivery and you have a very good understanding of the Customer Service Excellence (CSE) criteria. This knowledge is used effectively by the application team. A thorough approach to customer insight and engagement is adopted, resulting in high levels of customer satisfaction. This is born out of a very strong culture of focused approach by leaders, managers and staff. You have taken the business forward following the the impact of the Covid pandemic, with improvements being made in several areas. For example, in supporting Small to Medium Enterprises with procurement protocol and opportunities, providing information to customers in ways that better suit through digital channels and in being open and transparent.

All criteria remain fully compliant with two additional compliance plus ratings at 2.1.4 and 3.2.1. The previous 15 compliance plus ratings are all retained, which demonstrates the high level of commitment and delivery provided. This is an excellent outcome and the recommendation for retention of CSE accreditation is well deserved.

1: Customer Insight

Criterion 1 self-assessment   Unprocessed

Criterion 1 outcome   Successful

Remote RP1 2022 Criterion 1 is about customer insight, engagement and satisfaction.

You continue to demonstrate a deep desire to gain as much customer insight as possible, which enables you to maintain quality information about your customers and their characteristics. Work with Small to Medium Enterprises and during the Vote Week was superb. In addition the strategies for consultation and engagement are robust and inclusive and you have made specific effort to engage with potential customers such as school pupils and young voters. Measuring the levels of customer satisfaction remain important to you and procedures are well embedded. This includes the setting of appropriate targets, across all parts of your business, using meaningful and reliable measurements and thorough analysis of customer feedback. Overall your approach to customer insight is refreshing, which merits the retention of Compliance Plus at 1.1.1, 1.1.3, 1.2.2 and 1.2.3.

2: The Culture of the Organisation

Criterion 2 self-assessment   Unprocessed

Criterion 2 outcome   Successful

Remote RP1 2022 Criterion 2 is about the culture of the organisation.

The culture throughout is completely customer focused, with the tone being set at service level. However there is clear evidence that the enthusiasm for such commitment is not only management led but derives from a huge amount of self motivation by staff. Leaders balance the driving forward of continuous improvement, with allowing staff freedom to express and contribute significantly. Consequently staff have had a significant role in influencing change, such as with Election Nominations and access to the Welfare Fund. Your policies for ensuring customers are treated fairly are well embedded, but you have made specific effort to reach out to a range of customers to establish equality, particularly demonstrated in the care and support provided to Small to Medium Enterprises for procurement processes and fairness. This merits a new Compliance Plus at 2.1.4. You continue to have robust recruitment procedures and ensure that staff have full opportunity for development. There have been a number of internal promotions. Overall the culture is superb, justified by the extent of Compliance Plus ratings at 2.1.1, 2.1.2, 2.1.4, 2.1.6, 2.2.3, 2.2.4 and 2.2.5.

3: Information and Access

Criterion 3 self-assessment	Unprocessed
Criterion 3 outcome	Successful

Remote RP1 2022 Criterion 3 is about the quality of information, access and working with partners and other service providers.

Communication in all forms and and using all available channels is excellent. You provide a professional range of information to individual customers, in ways that meets their needs. This has been particularly so with the widening of digital channels such as livestreaming and archiving of Committee Meetings and the support provided to Community Councils. There is an openness in the way you provide information and support, which merits a Compliance Plus at 3.2.1. You provide corporate information to a wider audience through the website. You also ensure slick and professional communications with Elected and Community Members, which are crucial partners for your organisation and overall the wider partnership arrangements continue to function well. Customers find it easy to access your services and the customer feedback during the assessment was very complimentary. Overall Criterion 3 is fully compliant with Compliance plus ratings at 3.1.1, 3.2.1, 3.3.1 and 3.3.2.

4: Delivery

Criterion 4 self-assessment	Unprocessed
Criterion 4 outcome	Successful

Remote RP1 2022 Criterion 4 is about service delivery, service promises and complaints.

The standards for service delivery are meaningful, appropriate and are well embedded. They include those that apply nationally and you contribute significantly to the performance Scotland wide. Engaging with customers at the outset is important to you and this where you set a firm foundation of customer expectations. The work with the Small to Medium Enterprises is once again a good example of where you have provided support and encouragement. There have been a number of new elected members, following local elections, which has provided additional opportunity to set expectations for future working relationships. You continue to monitor performance to identify dips and your diligence in dealing with issues is noted. Likewise you are always willing to learn from mistakes and you are prepared to listen to customers and take action. The revamp of the Members Handbook is a good example. Overall you deliver what is expected of you and Criterion 4 remains fully compliant with Compliance Plus being retained 4.2.1 and 4.2.3.

5: Timeliness and Quality of Service

Criterion 5 self-assessment	Unprocessed
Criterion 5 outcome	Successful

Remote RP1 2022 Criterion 5 is about standards for the timeliness and quality of customer service.

The standards for timeliness and the quality of customer service also remain appropriate and well embedded into every aspect of your dealings with customers. You monitor performance systematically, through the Pyramid system, but are prepared to engage with customers to ensure good delivery. For example arranging exit polls during elections and measuring satisfaction after formal hearings of Anti - Social Behaviour. Outcomes are analysed and discussed at management meetings. Overall Criterion 5 is fully compliant.

1: Customer Insight

1.1: Customer Identification

1.1.1: We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

New Evidence

L&R 201: L&R 201 - 1.1.1 - Procurement	Assessor Acceptance:	Yes

We ensure that we maintain an in-depth understanding of the characteristics of current and potential customer groups, the Team carry out annual surveys to establish how satisfied customers are with the service they receive.

L&R 202: L&R 202 - 1.1.1 - The Electorate	Assessor Acceptance:	Yes

The Election team, on delivering the Local Government Elections in May 2022, began planning for public participation and communication activity in late 2021, with activity commencing in January 2022. The activity focused around the needs of different audiences, or customer groups.

L&R 203: L&R 203 - 1.1.1 - Welfare Rights	Assessor Acceptance:	Yes

The Welfare Rights Team run quarterly reports highlighting the age profiles of their main customer groups, within each of the 4 administrative areas

Corporate Evidence

C001: Website Visitor Report 2017	Assessor Acceptance:	Yes

Analysis of visitor usage of the website gives us an insight into activities that can inform future developments & ongoing improvement.This evidence is of our quarterly analysis of website usage with demographic breakdown by gender,age,channel preference etc that goes to our Customer Service Board

C002: Organisation Database on the CRM	Assessor Acceptance:	Yes

Our Corporate CRM not only hold comprehensive information about private customers, but also about every Organisation in Argyll and Bute and their specific characteristics. This allows us to segment them by area, organisation type etc and provided targeted services.

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes

The council CRM holds comprehensive data on every customer in A&B. Ith appropriate GDPR permission we use those characteristics to send targeted information about service disruption and service changes,events and other beneficial info.Reports help us identify existing & potential target groups

1.1.1.1: We have an in-depth understanding of the characteristics of our current

Remote RP1 2022 You continue to make considerable effort to gather in-depth understanding and characteristics of a wide range of customer groups. Your consultation and engagement processes have been reviewed, resulting in a change to some management systems, including the appointment of lead officers for specific projects. You have also done a lot of work around the need to identify customers who would benefit from Welfare Rights support. In relation to procurement processes, you have ensured that the needs of Small to Medium Enterprises have been addressed, ensuring that the smaller suppliers are provided with opportunity to bid. You are also proactive in making use of corporate based data such as population, urban and rural developments. In addition to making use of the wide ranging information gained from current customers, you are proactive in identifying characteristics for, ...

Evidence Value: Fully Met

1.1.1.2: and potential customer groups

Remote RP1 2022 .... potential groups. This includes the on-going dialogue with schools, but the work carried out during the Vote Week, with young voters was extensive and very meaningful. This included a range of Press Releases and liaison with schools. Planning was crucial to the success of this and although the Elections were not due to take place until May 2022, arrangements were designed in late 2021 and commenced in January 2022.

Evidence Value: Fully Met

1.1.1.3: based on recent and reliable information.

Remote RP1 2022 You ensure that all conclusions are based on recent and reliable information. The surveys are conducted regularly, with appropriate questions and subsequent review and dialogue. This is also supported by on-going dialogue with the wide range of customer groups. Overall the approach to obtaining and making use of customer insight remains extremely well focused and merits the retention of Compliance Plus.

Evidence Value: Fully Met

1.1.2: We have developed customer insight about our customer groups to better understand their needs and preferences.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR001: Islay Bus Procurement	Assessor Acceptance:	Yes

We used a survey to consult with our customers on Islay to identify their needs and preferences in relation to bus services when the tender was up for renewal.

LR002: Procurement Survey	Assessor Acceptance:	Yes

Our procurement team use an annual survey to gain insight on the needs and preferences of their customers and use this to inform an action plan.

LR003: Taxi Operator Meetings	Assessor Acceptance:	Yes

We use annual meetings with taxi drivers across the area to identify issues and understand their needs. As a result we identified an issue with the timing of a taxi survey.

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes

Throughout the summer of 2018 the council conducted a series of 9 public meetings and a webinar to gain direct insight into what our customers and communities wanted from their public services and how they felt decisions should be made

C025: Customer Care Toolkit	Assessor Acceptance:	Yes

Customer Journey Mapping gives excellent insight (Evidence C003) is now an established part of the business improvement methodology deployed council wide. It is contained in the Customer Service Toolkit that is evidenced here including a quick reference guide and case studies.

C114: 2017/18 Corporate Budget Consultation Outcomes	Assessor Acceptance:	Yes

We used customer insight about our customer groups to launch a multimedia budget consultation to inform the council's spending choices. This resulted in 770 responses and 2,500 comments. This report summarises the outcomes and the changes made to meet citizens' needs.

1.1.2.1: We have developed customer insight about our customer groups

Remote RP2 2020: Considerable effort has been made to maintain the high level of engagement and development of customer insight research. The previous work done by the procurement department has been adopted and enhanced with the outcome of introduction of webinars that have been appreciated by customers. The in-depth work with the taxi firms and drivers has included a review of different channels of transport including the use of ferries. This has resulted in a cross over of information and a review of the timing of the survey to enable better feedback.

Remote RP3 2021 Not reviewed.

Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

1.1.2.2: to better understand their needs and preferences.

Remote RP2 2020: The research with the Islay Bus Procurement project covered a number of areas including exploring better connections with ferry and flight times, summer and winter timetables, frequency of buses and an innovative on demand service. Considerable feedback from taxi drivers on the timing of the survey, which had been held during a busy period for them was reviewed and the length of the fieldwork was extended to enable more participation and valuable customer feedback.

Remote RP3 2021 Not reviewed.

Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

1.1.3: We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

Active Evidence

LR101: Trading Standards Compass Work	Assessor Acceptance:	Yes

Colleagues in Trading Standards are members of the National Trading Standards Scam Team Scam Referral System. This involves receiving intelligence, through partnership working with other agencies that identifies scam victims in Argyll and Bute.

LR102: GM Duncan Bequest	Assessor Acceptance:	Yes

The process for advertising of the GM Duncan Bequest was amended to include local organisations and social work to ensure that as many eligible people were aware of the fund.

LR103: Scottish Parliamentary Elections	Assessor Acceptance:	Yes

We undertook an exercise as part of our awareness for the Scottish Parliamentary Election to target 16 and 17 year olds via the local High Schools.

Corporate Evidence

C006: Website Accessibility Report and Guidance	Assessor Acceptance:	Yes

The Council's Web Team receives expert input from SOCITM (using specialist mystery shoppers),to ensure our website is as usable as possible for our visually impaired users. This evidence shows the most recent report which scored us highly as we've responsibly implemented all previous recommendations

C007: Engaging with our Gaelic speaking minority.	Assessor Acceptance:	Yes

The council area includes part of the Gaelic speaking heartland of Scotland so we make extra efforts to ensure their needs are met. This evidence shows the new 2018-22 Gaelic Action Plan with many actions to boost this marginalised community.

C038: Strategic Islands Group	Assessor Acceptance:	Yes

Our hard to reach island Communities have been given a new champion Group within the council administation. This evidence is the TORs but the most recent minute will be shown at assessment.

1.1.3.1: We make particular efforts to identify hard to reach

Remote RP3 2021 Specific effort has been made to identify a variety of harder to reach customers, uninformed customers and disadvantaged customers. Having identified groups such as families struggling with the pressures of the Covid 19 pandemic, elderly people subjected to a variety of on-line and telephone scams, and younger voters such as 16 and 17 year old school children, a plan of action was developed. Schools throughout the region were approached to engage with voting age pupils and supply them with a pack of information, developed and provided by L & R, to inform younger people of their opportunities to participate in matters of national importance.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.1.3.2: and disadvantaged groups and individuals

Remote RP3 2021 Likewise a variety of initiatives were developed for vulnerable customers who were being subjected to nuisance and scam calls. Assistance was provided to set up call blocking arrangements with telephone providers and a substantial numbers of customers benefited from this intervention. Customer feedback was significant and one particular comment summed up the response: "My phone has become my friend again". Identifying the families who have struggled with financial constraints was a major undertaking and the resultant co-operation with the Social Work department has directed customers to the local food banks and Shopper Aid. Many customers have also been recipients of the £50 family gift voucher at Christmas time. Customer feedback on all initiatives has been very positive.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.1.3.3: and have developed our services in response to their specific needs.

Remote RP3 2021 The support provided as outlined above is well beyond the normal area of responsibility of L & R. However this was tackled with the welfare of customers identified as the prime aim. The bottom line aim was to 'make a difference' during trying times created by the Covid 19 pandemic and to engage with a future client base through the schools initiative. Overall the wide range of initiatives and activities has been well planned and sincerely delivered, which merits a Compliance Plus rating for this element.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2: Engagement and Consultation

1.2.1: We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 204: L&R 204 - 1.2.1 - Area Community Planning Groups	Assessor Acceptance:	Yes

Exercise undertaken to engage with customers regarding how meetings are to be conducted and preferred timings.

L&R 205: L&R 205 - 1.2.1 - Community Councils	Assessor Acceptance:	Yes

In order to develop a new Scheme for the Establishment of Community Councils we invited the public to make suggestions as to the areas and composition of Community Councils. This year an 8 week public consultation took place between 1 March and 22 April 2022.

L&R 206: L&R 206 - 1.2.1 - Procurement Strategy and Sustainable Procurement Policy for 202225	Assessor Acceptance:	Yes

We undertook a web-based survey to ensure that customers were engaged, consulted and involved in the process of updating the Procurement Strategy and Sustainable Policy.

Corporate Evidence

C039: MOWG on Communication	Assessor Acceptance:	Yes

In late 2017 the Council set up a Member-officer Working Gp specifically to totally review it Communication Marketing nad Web approaches to engaging all customer groups. This shows the scope and outcomes.

C049: Communication, Marketing and Web Strategy 2018-20	Assessor Acceptance:	Yes

A key outcome of the Comms MOWG (C039) was a new Communication, marketing and Web Strategy - Go to bottom of this document to see summsry of Plan on a Page.

C115: Assisted Digital Strategy 2016-19	Assessor Acceptance:	Yes

The council uses digital media to engage and involve customers but it recognises that not all have access to or can use digital media. Our Assisted Digital Strategy shows how we will help digitally disenfranchised customers by providing support appropriate to their needs, e.g. outreach support.

1.2.1.1: We have a strategy for engaging and involving customers

Remote RP1 2022 You have well embedded strategies for each part of your business, including Elected and Committee members, Community Councils, external agencies and businesses involved in the procurement trade. They are designed, written and produced to suit the needs of each customer group.

Evidence Value: Fully Met

1.2.1.2: using a range of methods

Remote RP1 2022 The methods of engagement include formal meetings with set agendas and timescales, outreach events that are accessible digitally and during day-to-day interaction. You also make use of national and local surveys to gather direct customer feedback. You ensure that outcomes are fed back to customers, including 'You said we did' publications.

Evidence Value: Fully Met

1.2.1.3: appropriate to the needs of identified customer groups.

Remote RP1 2022 The range of methods used allows the opportunity to capture views across all customer groups. For example the timings of community based activities has been explored and options for am, pm or evening slots have been provided. You have also opened up the accessibility of on-line meetings, with the added opportunity to view activities live streamed or archived versions at a later date. This hybrid approach provides flexibility and greater opportunity for engagement.

Evidence Value: Fully Met

1.2.2: We have made the consultation of customers integral to continually improving our service and we advise customers of the results and action taken.

| Applicant Self Assessment: | Not Rated |
| Compliance to Standard: | Compliance Plus |

Active Evidence

| **LR004: Allotment Regulations** | Assessor Acceptance: | Yes |

When drafting regulations for managing allotments we consulted widely across the area and used this consultation to inform the final regulations. We reported the results on the website.

| **LR005: Welfare Rights Feedback** | Assessor Acceptance: | Yes |

We survey our customers at conclusion of their dealings with welfare rights and provide feedback to customers via one to one calls and at regular group engagement sessions.

| **LR006: Procurement Strategy** | Assessor Acceptance: | Yes |

Prior to the introduction of the new procurement strategy we consulted widely with internal and external stakeholders. We reported the results and the refinements made to the Policy and Resources Committee.

Corporate Evidence

| **C011: Customer Service Strategy 2015-19** | Assessor Acceptance: | Yes |

This criterion requires evidence of how Customer input shapes policy etc, so the evidence attached is the new Customer Service Strategy that was the direct result of the feedback from the CS Survey (C010), so it incorporates many of the insights customers gave us e.g. new pledges in the CS Charter.

| **C050: Vision Values, Outcomes Consultation** | Assessor Acceptance: | Yes |

As part of the new Corporate Plan creation we consulted customers on the new Vision Values and Outcomes, including even the new Council Slogan. This report shows the results and these were adopted and are now in the Plan.

| **C114: 2017/18 Corporate Budget Consultation Outcomes** | Assessor Acceptance: | Yes |

We used customer insight about our customer groups to launch a multimedia budget consultation to inform the council's spending choices. This resulted in 770 responses and 2,500 comments. This report summarises the outcomes and was published on the website.

1.2.2.1: We have made the consultation of customers integral to continually improving our service

Remote RP2 2020: Consultation continues to be a regular feature throughout this organisation. The activity is thorough and well planned using a variety of channels including developing more on-line opportunities. This has been developed in view of the Covid 19 pandemic but will remain as part of the customer engagement strategy. The engagement with welfare rights customers is excellent and has been enhanced by the close liaison with the Works and Pensions department of central government. The needs of customers in isolation, again as a result the pandemic, have been identified resulting in raising awareness of the benefits available through the Welfare Fund. This is highly commendable and merits a compliance plus rating.

Remote RP3 2021 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.2.2: and we advise customers of the results and action taken.

Remote RP2 2020: Your methods and channels of customer engagement, ensure that customers are constantly aware and informed not only during the engagement but at the conclusion. Your channels of communication include one-to-one calls, engagement groups and a wide range of detail on the website. The communication route of the procurement customers and stakeholders both internal and external customers is clearly set out in the Procurement Strategy.

Remote RP3 2021 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.3: We regularly review our strategies and opportunities for consulting and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

Active Evidence

LR104: Members Induction Programme	Assessor Acceptance:	Yes

Following a by-election in March 2021, the Member Services team undertook an exercise to develop and deliver an induction programme for Elected Members in the pandemic context. The feedback provided will be used to inform and develop the induction programme for the LG Elections in 2022.

LR105: Stakeholder Consultation	Assessor Acceptance:	Yes

Prior to the publication of the Procurement Strategy 2021/22 and the Sustainable Procurement Policy 2021/22, a consultation exercise was undertaken by the Procurement and Contract Management Team.

LR106: Taxi Fare Review	Assessor Acceptance:	Yes

During the review of taxi fares which takes place annually we looked at how to engage with taxi operators/drivers. Online being the preference due to Covid but we found that many aren't online so adapted accordingly.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes

In 2018 ABC reviewed its SOA and the updated version is now known as the AB Outcome Improvement Plan. Pages 28-31 detail the commitment to Engagement and Empowerment and outcomes are on the website.

C014: Review of Citizen's Panel Arrangements 2017	Assessor Acceptance:	Yes

The council recruits 1200 demographically representative volunteers from across Argyll and Bute to be a sounding board called the Citizens Panel. These are regularly consulted on a range of matters and this report shows the CSB giving input to a review of those Citizen's Panel arrangements.

C051: Helensburgh Waterfront Major Developement Consultation review	Assessor Acceptance:	Yes

Every major development in ABC is subject to major public consultaion and the approach to each one is reviewed beforehand and the strategy updated beforehand. This is the most recent example - See Appendix 1.

1.2.3.1: We regularly review our strategies and opportunities for consulting

Remote RP3 2021 Throughout the whole period of the pandemic you have continued to explore different ways to engage with different customer groups. This has included the important role of supporting elected members, ensuring the smooth running of services across the whole council. The explosion in the use of digital channels has been extremely well managed and tweaked appropriately. For example you have explored the values of different channels including Skype, MS Teams and on-line activity through the website. Feedback to the assessor during discussions with stakeholders and partners included some very positive outcomes, including commending the move to a hybrid approach which combines modern technology with traditional face-to-face consultation. The example of the consultation with taxi drivers is a good case, many of whom do not have e-mail addresses.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.2.3.2: and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

Remote RP3 2021 The levels of engagement have not been depleted during the lockdown and as you now move to the recovery phase you have opened up a lot of opportunities to engage with stakeholders, partners, customers, other council services and staff within your own area. Your whole approach is very inclusive ensuring a high level of participation and the promotion of digital skills is very impressive. Consequently this element moves to Compliance Plus.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

1.3: Customer Satisfaction

1.3.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 207: L&R 207 - 1.3.1 - Elections	Assessor Acceptance:	Yes

We moved the compulsory training of election staff to an online platform rather than by face-to-face sessions. Staff were asked to complete a feedback form to enable the team to measure how satisfied staff are with the processes in place

L&R 208: L&R 208 - 1.3.1 - Procurement	Assessor Acceptance:	Yes

Once a year we issue both a Customer Satisfaction Survey and a Supplier Satisfaction Survey. The Customer Satisfaction Survey comprises of 10 standard questions and includes sections on Communication, Quality of Service and Overall Satisfaction.

L&R 209: L&R 209 - 1.3.1 - Welfare Rights	Assessor Acceptance:	Yes

In order to measure customer satisfaction and to aid the continuous improvement of the service that is offered, the Welfare Rights team, routinely issue customer satisfaction surveys at the conclusion of a case to their customers.

Corporate Evidence

C001: Website Visitor Report 2017	Assessor Acceptance:	Yes

Analysis of visitor feedback from a pop up survey to every 100th website visitor is included in a wider quarterly report to CSB. This evidence is of our last quarterly analysis of website usage with customer satisfaction overall and specific features such as web search.

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

The council uses the CSC's Automated phone survey capability to offer every caller to CSC a survey. This report summarises the findings for FQ1 2018. Headline satisfaction was 92.6%

C118: CS Target Monitoring	Assessor Acceptance:	Yes

The Council keeps track of over30 external + internal customer satisfaction measures and reports an average quarterly to senior managers and members on the Customer Service Scorecard.This evidence shows that we have reliable internal/external trend data for 4years that can be drilled into team level

1.3.1.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Remote RP1 2022 In addition to the formal survey programme you engage with customers at the conclusion of business to ascertain level of satisfaction. This includes verbal feedback and information obtained at exit polls. Appropriate questions are included across all aspects of service delivery in your surveys, which cover all of your customer groups.

Evidence Value: Fully Met

1.3.2: We analyse and publicise satisfaction levels for the full range of customers for all main areas of our service and we have improved services as a result.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR007: Community Council Survey	Assessor Acceptance:	Yes

We survey our Community Councils annually and use this information to inform improvements to our services. We produce an action plan which reflects the results.

LR008: Procurement Survey	Assessor Acceptance:	Yes

Procurement undertake annual customer and supplier satisfaction surveys. We use the results to formulate action plans to improve the service we provide.

LR009: Welfare Rights Customer Satisfaction	Assessor Acceptance:	Yes

Welfare rights monitor customer satisfaction with every case and report this to Service Management and the Financial Advice and Inclusion Group.

Corporate Evidence

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes

This evidence is a snapshot of our Website page on the Customer Service Charter, which has at the bottom of the page resources showing the outcomes of the Performance against the Charter and the move to automated surveys and quarterly analysis with improvement actions tracked by CSB.

C118: CS Target Monitoring	Assessor Acceptance:	Yes

The Council keeps track of over 30 external and internal customer satisfaction measures and reports an average quarterly to senior managers and members via the Pyramid system including improvements made in comments boxes. Key results are published on performance page of website.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes

The council reports on all aspects of service delivery including satisfaction, complaints, Consultations, improvements etc through its Quarterly performance Reports on the Website. This evidence shows this analysis and improvements.

1.3.2.1: We analyse and publicise satisfaction levels for the full range of customers

Remote RP2 2020: There is good evidence of thorough and meaningful analysis of all surveys and research on customer satisfaction. This includes some additional research, not seen before by the assessor, carried out with procurement and welfare rights customers. The templates for customer and stakeholder feedback are well set out. Outcomes are shared regularly through the website, Intranet and at local forums. Feedback from customers and stakeholders during the remote sessions, indicated complete satisfaction with both the way research is carried out and the feedback of outcomes.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

1.3.2.2: for all main areas of our service

Remote RP2 2020: The depth of customer insight and customer satisfaction research is considerable and includes the new areas within the scope. Previous research in the areas of Procurement, Trading Standards and Civil Contingencies has not only been maintained but enhanced by the previous Governance and Law stamp.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

1.3.2.3: and we have improved services as a result.

Remote RP2 2020: As indicated above the research and feedback is systematic and meaningful. The feedback includes highlights were service is both excellent and where issues can be addressed and improved. An interesting result, which was discussed in depth with the assessor, was the fact that 25% of procurement customers felt the performance was better than the previous year. The applicant viewed this as a positive result and is keen to explore the impact on the remaining 75%.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

1.3.3: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service, as well as specific questions which are informed by customer insight.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR107: Attendance at MAKI ACPG	Assessor Acceptance:	Yes

As a result of poor attendance at the MAKI ACPG, the Committee Manager undertook a survey of MAKI ACPG Members to try and get to the bottom of the issues.

LR108: By-Election Training Feedback	Assessor Acceptance:	Yes

At the completion of compulsory training required in order to work at polling stations on Election day, staff were asked to complete a feedback form. The form included satisfaction specific questions and a freeform box for further feedback.

LR109: Customer Satisfaction Survey	Assessor Acceptance:	Yes

The Procurement and Contract Management Team carry out an annual Customer Satisfaction Survey to establish how satisfied customers are with the service they receive. Specific questions in relation to key areas are included within the survey.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes

This evidence shows the report on the last satisfaction survey for the CSP FTF Service including elements of Access, Satisfaction, Quality etc.

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

This evidence is the report to CSB of the outcomes of the new automated telephony satisfaction survey that customer can opt to complete and which is offered to every caller. See section 3.4.2 for questions on information quality and delivery and the high scores achieved by CSC when taking calls.

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes

The council's CRM system records quality of service by measuring avoidable contacts through failure of service. This is an excellent indirect measure of customer satisfaction as every contact is in effect a disatisfied customer. It gives a huge sample to analyse and improve from.

1.3.3.1: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service,

Remote RP3 2021 All avenues of consultation, engagement and surveys include the important aspects of delivery, timeliness, information, access and the quality of customer service. However one area has specifically been explored and that is the important area of access. You have recognised the importance, during the period of lockdown and now recovery, of ensuring accessibility is the best it can be. Customer feedback and comment to the assessor indicates that this is first class.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

1.3.3.2: as well as specific questions which are informed by customer insight.

Remote RP3 2021 You have listened intently to feedback from stakeholders, partners and customers and have adapted services accordingly. For example moving regular meetings from afternoons to mornings to suit specific participants, adjusting the length of agendas where appropriate and providing more information by e-mail. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

1.3.4: We set challenging and stretching targets for customer satisfaction and our levels are improving.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 210: L&R 210 - 1.3.4 - Debt Counselling Service	Assessor Acceptance:	Yes

The Debt Counselling Service within Legal and Regulatory Support have established a target of 90% for the percentage of customers who are satisfied that they are better able to deal with their financial problems, following help and assistance from the team.

L&R 211: L&R 211 - 1.3.4 - Licensing	Assessor Acceptance:	Yes

The Legal Team have established a target of processing 95% of all Personal liquor licenses with no objections within 32 days. The target is routinely broken, to the satisfaction of customers.

L&R 212: L&R 212 - 1.3.4 - Procurement	Assessor Acceptance:	Yes

The PCCMT monitor the percentage of SMEs that win Council contracts. The target for this is 76%, and by measuring this it illustrates the level of support given to Small or Medium Enterprises

Corporate Evidence

C015: CSC Key Telephony Indicators	Assessor Acceptance:	Yes

The Customer Service Centre has challenging targets for 3 key drivers of customer satisfaction: The % of calls answered at first point of contact, % calls abandoned and success of the council's automated switchboard. All 3 show increased targets and delivery.

C118: CS Target Monitoring	Assessor Acceptance:	Yes

This evidence shows that the corporate targets for internal and external customer service have been increased as performance has increased. This is tracked via 30 different satisfaction scores on the Pyramid system across the council.

C121: Corporate Cleaning Customer Satisfaction	Assessor Acceptance:	Yes

The council's Facilities Services team measures feedback on the cleanliness of council offices and schools and catering supplied to them. It reports this through the Pyramid reporting service. The target is high at 90% but is regularly exceeded so Facilities are increasing it to 92% for 2017-18

1.3.4.1: We set challenging and stretching targets for customer satisfaction

Remote RP1 2022 The whole approach to customer satisfaction is focused in a general sense across the business, but you make specific effort to setting specific targets for each part of the business. For example 90% for Debt Counselling, 95% for Licensing and 76% for Procurement. Each are set to be both meaningful and achievable.

Evidence Value: Fully Met

1.3.4.2: and our levels are improving.

Remote RP1 2022 In all areas you have been able to demonstrate a performance which is consistently above target and a benchmark figure. There has been some fluctuation with Procurement, but recent figures show a substantial improvement, due to particular support provided to Small to Medium Enterprises.

Evidence Value: Fully Met

1.3.5: We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR010: Polling Station changes	Assessor Acceptance:	Yes

Inspection checklists issued to Polling Station inspectors highlighted that there was a problem with disabled access and we rectified this by changing venue.

LR011: Procurement Survey	Assessor Acceptance:	Yes

We used the results of our procurement customer survey to inform an action plan which included additional training and support for customers.

LR012: Allotment Feedback	Assessor Acceptance:	Yes

Verbal feedback from a customer highlighted that their customer journey would be improved with additional information available in one place on the website in relation to allotments.

Corporate Evidence

C019: Website Customer Behaviour and Performance Analysis Tool	Assessor Acceptance:	Yes

The council has recently invested in a new customer behaviour and performance analysis tool to replace its old Socitm's Website performance service. The new tool tracks and analyses customer web journeys allowing numerous incremental improvements based on actual behaviour, not just feedback.

C025: Customer Care Toolkit	Assessor Acceptance:	Yes

Customer Journey Mapping is now an established part of the business improvement methodology deployed council wide. It is contained in the Customer Service Toolkit that is evidenced here including a quick reference guide and case studies and makes positive changes e.g.Social Welfare (Evidence C003)

C122: Tuning the Voice Automated Switchboard	Assessor Acceptance:	Yes

The council's voice auto switchboard has a tuning/learning capability shown in this guide that allows us to examine failed customer interactions, make tuning adjustments based on phonetics and make sure the customer is successful next time.

1.3.5.1: We have made positive changes to services as a result of analysing customer experience,

Remote RP2 2020: A number of areas for improvement have been highlighted in the evidence. They include, following consistent review across many locations and improved access to polling stations. In the procurement arena, to help with contract management, training webinars have been developed. The feedback indicates that these have been well received and appreciated. A further area is with allotment legislation, where additional information has been posted on the website. This enhancement has been particularly appreciated by customers affected by the Covid 19 pandemic.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

1.3.5.2: including improved customer journeys.

Remote RP2 2020: Although no formal journey mapping is evident, it is clear from the research and customer engagement carried out, that the service impact throughout customer journeys and experience is monitored. A lot of effort has been made during the lockdown period to maintain contact, albeit remotely, to identify areas for improvement.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

2: The Culture of the Organisation

2.1: Leadership, Policy and Culture

2.1.1: There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

New Evidence

L&R 213: L&R 213 - 2.1.1 - Procurement	Assessor Acceptance:	Yes

We undertake an annual Customer Satisfaction Survey for the Council's procurement function. The resulting feedback is considered and acted upon via the Procurement Board.

L&R 214: L&R 214 - 2.1.1 - Taxi Health Care	Assessor Acceptance:	Yes

To ensure that customers are not negatively impacted by inaction Legal and Regulatory Support secured the services of an external agency that undertake a review of taxi applicant's details.

L&R 215: L&R 215 - 2.1.1 - Nominations	Assessor Acceptance:	Yes

Legal and Regulatory Support developed and introduced a more robust mechanism for conducting informal checking of nomination papers as a consequence of a customer's oversight.

Corporate Evidence

C022: Corporate Plan, Vision, Values and Strategic Outcomes	Assessor Acceptance:	Yes

The Council's Corporate Plan, Corporate Vision and Values are underpinned by the Strategic Outcomes. These have just been updated and include a number of customer focused outcomes (highlighted yellow) that show customers are core to strategic thinking.

C026: Leadership Commitment Strategic Customer Service Board	Assessor Acceptance:	Yes

The Council's leadership has set up a Customer Service Board of senior managers to manage customer service performance, ensure the CS development plan is implemented and to promote CS training. evidence is the Boards Terms of Reference reviewed and updated in 2015 as part of the CS Strategy review

C052: Elected Leadership Policy Lead	Assessor Acceptance:	Yes

The elected council leadership has appointed specific councillors to be Policy Leads for critical areas. Rory Colville is the Policy Lead for Customer Services. He receives a monthly update on key targets and developments.

2.1.1.1: There is corporate commitment to putting the customer at the heart of service delivery

Remote RP1 2022 Customer service delivery is at the heart of all that Argyll & Bute Council stands for. This is supported very effectively by the service lead and managers throughout your organisation. This is done through policy documents, formal business plans and in the public arena at council meetings. There is encouragement for continuous improvement and support to see appropriate change.

Evidence Value: Fully Met

2.1.1.2: and leaders in our organisation actively support this and advocate for customers.

Remote RP1 2022 As indicated above the support provided by leaders and managers is excellent. Leaders are visible, accessible and very willing to listen. There is a very balanced approach between pushing forward a corporate vision and allowing staff to influence change. A number of changes have had senior management approval, including Health Care issues and procedures of Election Nominations. Overall the whole approach throughout the service is first class and merits the retention of Compliance Plus.

Evidence Value: Fully Met

2.1.2: We use customer insight to inform policy and strategy and to prioritise service improvement activity.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

Active Evidence

LR013: Allotment Regulations	Assessor Acceptance:	Yes

We consulted widely prior to the drafting of our allotment regulations and used the feedback received to inform the final document.

LR014: CPG meetings	Assessor Acceptance:	Yes

We consulted our CPG stakeholders in relation to the best way to hold virtual meetings to allow these to proceed during the Coronavirus pandemic.

LR015: Islay Procurement	Assessor Acceptance:	Yes

We consulted widely on Islay in advance of a re-tendering exercise and used feedback to inform the terms of the tender which provided service improvement.

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes

Throughout the summer of 2018 the council conducted a series of 9 public meetings and a webinar to gain direct insight into what our customers want from the Future of their public services and how they felt decisions should be made on service delivery.

C027: Customer Driven Community Improvements	Assessor Acceptance:	Yes

Following a successful trial of participatory budgeting in 2017 the Council decided to have its entire £150k Community Grants budget allocated in this way in 2018. 4686 citizens voted and this shows the chosen projects.

C114: 2017/18 Corporate Budget Consultation Outcomes	Assessor Acceptance:	Yes

We used 770 responses and 2,500 comments of customer insight from our budget consultation to inform the council's spending choices. This report summarises the outcomes and how it was influenced by that insight.

2.1.2.1: We use customer insight to inform policy and strategy

Remote RP2 2020: Considerable work was done at the outset of the Covid 19 pandemic, involving Legal and Regulatory staff, including the setting up of a Business Continuity Committee. Outcomes from these meetings were fed into Council meetings to assist with major policy and procedural changes during the pandemic. Several examples were presented including alteration of the regulation for allotments and a revision of charges. Changes are communicated to customers in a 'You said, We did' document. In partnership with the Community Development Team, you reviewed how meetings could be delivered in future, in relation to restrictions imposed by the pandemic. The approach is impressive and merits a compliance plus rating.
Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.2.2: and to prioritise service improvement activity.

Remote RP2 2020: The work with the Taxi Drivers is a good example of not only researching and analysing customer feedback, but having meaningful discussion with them on possible options for improvement. Some issues considered have been reviewing ferry and flights times and alternative service delivery such as introducing Demand Response Transport (DRT) and considering the use of smaller cars.
Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.3: We have policies and procedures which support the right of all customers to expect excellent levels of service.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR110: Accessibility	Assessor Acceptance:	Yes

The Governance team, have liaised with the Committee Management System provider to adapt information displayed on the Council's website to include information on the ways customers who may have a visual impairment or hearing difficulties can access committee meetings and associated reports.

LR111: Report Template	Assessor Acceptance:	Yes

The Governance Manager has drafted guidance, templates and checklists to ensure that officers of the council, and in particular, report authors have a useful reference guide to Committee report writing to support effective Corporate Governance.

LR112: Procurement Strategy and Sustainability	Assessor Acceptance:	Yes

The Procurement and Contract Management Team are responsible for ensuring that the Procurement Strategy and the Sustainable Procurement Policy are updated on an annual basis to reflect the ever changing procurement agenda and the current financial climate.

Corporate Evidence

C016: Copy of our Customer Service Charter Poster	Assessor Acceptance:	Yes

Our Customer Service Charter tells customers what they are entitled to in terms of customer service whenever thay contact us and in whatever way they contact us. It applies corporately and is widely promotedat service points, offices and on the web (just search for Customer Chater on our A-Z)

C056: Ensuring GDPR Law and Standards are Met 2018	Assessor Acceptance:	Yes

New laws on Data Protection were introduced in May 2016 with stringent service standards on data retention, usage and consent. This shows the efforts made to ensure customer rights are met act=ross the council.

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes

Our Complaints handling procedure explicitly states its aim is "We welcome and value complaints because this feedback helps us improve our services and ensures our customers are treated fairly"
This is a copy of that procedure and the Introduction explains that aim and the standards of response.

2.1.3.1: We have policies and procedures which support the right of all customers to expect excellent levels of service.

Remote RP3 2021 Your policies and procedures remain very focused on the requirement for ensuring the right of customers to expect excellent levels of service. However the extra demands throughout the pandemic have not impacted on the level of expectation or delivery. In fact many areas have been enhanced, including accessibility and use of digital channels. The introduction of direct computer based links for customers to access information directly is noted. Your policies and procedures include a lot of support to customers and the feedback to the assessor during discussion indicated appreciation in the consistency of that support. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

	Evidence Value:	Fully Met

2.1.4: We ensure that all customers and customer groups are treated fairly and this is confirmed by feedback and the measurement of customer experience.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

New Evidence

L&R 216: L&R 216 - 2.1.4 - ASB	Assessor Acceptance:	Yes

At the conclusion of each Anti-Social Behaviour Sub Group customers are invited to complete a survey which, among other things, asks if they have been treated fairly.

L&R 217: L&R 217 - 2.1.4 - Hearings	Assessor Acceptance:	Yes

As part of the Committee process parties are routinely asked to confirm that they have received a fair hearing.

L&R 218: L&R 218 - 2.1.4 - Procurement	Assessor Acceptance:	Yes

Legal and Regulatory Support undertake an annual survey of both customers and suppliers that have engaged with the procurement department.

Corporate Evidence

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

As a result of CSE the council is introducing a fairness question to its corporate satisfaction surveys. This one is for anyone who calls the council's contact centre and this report shows that (3.4.2) all 68 respondents said they had been treated fairly.

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes

In May 2017 the council set up an automated satisfaction survey for customers who have lodged a formal complaint.They are offered it 5 days after their complaint has been marked as resolved and the purpose is to evaluate how the process was for them including if they felt they were treated fairly.

C022: Corporate Plan, Vision, Values and Strategic Outcomes	Assessor Acceptance:	Yes

Argyll and Bute Community Planning Partnership is committed to promoting equality and has a key aim that people are treated fairly and with respect. This evidence shows the new ABOIP and web and hub pages with policies, guidance and training to put this into practice.

2.1.4.1: We ensure that all customers and customer groups are treated fairly

Remote RP1 2022 In formal settings, such as policy documents and business plans you outline the commitment to treat customers fairly. This is supported by clear messages in publications such as your Charter, formal Hearings and with Complaints handling. Staff induction, guidance and training also focus on fair treatment. Consequently it is well embedded into every day service delivery.

	Evidence Value:	Fully Met

2.1.4.2: and this is confirmed by feedback and the measurement of customer experience.

Remote RP1 2022 Staff are fully committed to delivering services that provide fair treatment, which was obvious to the assessor during discussion with staff. However the delivery of fair treatment was also confirmed during discussion with stakeholders, partners and customers. Relevant questions on fair treatment are included in customer surveys and outcomes, including relevant related comments, which are thoroughly analysed to identify improvement trends, which is the case on the most recent Procurement survey by a 10% margin. You have also introduced exit polls, following formal Hearings, to capture a wider range of customer views on fair treatment. Overall you have made specific effort to expand the range and quality of customer feedback which merits a Compliance Plus rating.

	Evidence Value:	Fully Met

2.1.5: We protect customers' privacy both in face-to-face discussions and in the transfer and storage of customer information.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR016: Access to Information legislation	Assessor Acceptance:	Yes

We used access to information legislation to ensure that our customer's details are kept private. Committee report partly heard in private due to customer details being involved.

LR017: Subject Access Requests	Assessor Acceptance:	Yes

When dealing with subject access requests we ask customers to provide a variety of identification checks to ensure that personal data is protected.

LR018: Common Good Funds	Assessor Acceptance:	Yes

We administer the Common Good Funds across the areas and make it clear how we will handle customer information. We use access to information legislation to ensure that customer information is not published.

Corporate Evidence

C030: Secure computer systems	Assessor Acceptance:	Yes

No employee is granted access to any council computer system until they have read the council's ICT Acceptable Use Policy (detailing customer data privacy and security) AND their Head of Service has completed the AUP form specifying what systems and what levels of access they are permitted.

C056: Ensuring GDPR Law and Standards are Met 2018	Assessor Acceptance:	Yes

New laws on Data Protection were introduced in May 2016 with stringent service standards on data retention, usage and consent. This shows the efforts made to ensure customer rights are met acRoss the council.

C068: Code of Conduct - Data Protection	Assessor Acceptance:	Yes

The UK Government introduced new standards for cyber security called Cyber Essentials. The highest standard that can be achieved is Essentials Plus and Argyll and Bute Achieved that in 2018

2.1.5.1: We protect customers' privacy both in face-to-face discussions

Remote RP2 2020: Although the assessor was not able to observe the arrangements for face-to-face engagement, it was clear from discussions with customers, stakeholders and partners that security protocol is followed diligently.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

	Evidence Value:	Fully Met

2.1.5.2: and in the transfer and storage of customer information.

Remote RP2 2020: You continue to ensure maximum security in the transfer and storage of customer information. The example of correspondence between the Committee Manager and a fellow officer of the Council concerning sensitive reports being allocated the TITUS message classification, shows commitment to secure privacy protocol. The procedure for Subject Access Information also shows how tight security is with the use of personal identity such as photographic evidence.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

	Evidence Value:	Fully Met

2.1.6: We empower and encourage all employees to actively promote and participate in the customer focused culture of our organisation.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

Active Evidence

LR113: Casebook	Assessor Acceptance:	Yes

The Member Services team actively promote the use of the Casebook system – our Councillor's caseload management system. They routinely liaise with Elected Members, other Council services and the System Administrators to ensure the effective management of caseloads.

LR114: Online Chair Training	Assessor Acceptance:	Yes

The Governance Manager identified a training course which she thought would be of benefit to the Council, particularly the Elected Members. The Committee Manager was encouraged to take on this opportunity with the information then being cascaded to other parts of the service.

LR115: Procurement Commissioning	Assessor Acceptance:	Yes

In order to satisfy a requirement of the Procurement Board in achieving transformational redesign, colleagues from the Procurement and Commissioning Team undertook to provide procurement refresher training and Contract and Supplier Management training for Council and HSCP staff.

Corporate Evidence

C023: Customer Care Training	Assessor Acceptance:	Yes

The council provides comprehensive and multilevel customer care training for employees both at induction and right through to professional accreditation. This evidence shows the nature and scope of that.Recently SMT introduced a new video called Positive Customer Care that all employees must watch.

C057: 2018-21 Website Strategy	Assessor Acceptance:	Yes

In Early 2018 a number of consultations were held to inform the new Website Strategy, which was approved by SMT in May and is on the website. Staff were encouraged to influence the future and 199 did so as shown in this evidence.

C099: Employee Excellence Awards	Assessor Acceptance:	Yes

The Council has an annual Employee Awards competition with awards categories linked to corporate priorities and Every employee is encouraged to take part. One of the key recognition categories is EXCELLENT CUSTOMER SERVICE to reinforce how important this is to what we do. This is from the last event

2.1.6.1: We empower and encourage all employees to actively promote

Remote RP3 2021 Your very strong culture of customer focus remains in place, which encourages staff at all levels to go well beyond requirement. The support to elected members is outstanding and reviewed regularly in light of feedback which comes very freely. Detailed attention is provided to new members at the induction stage, but specific issues emerging such as chairing meetings has been tackled with the introduction of a Chairing Meetings training module.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.1.6.2: and participate in the customer focused culture of our organisation.

Remote RP3 2021 It is clear that staff are empowered to participate in the development of the customer service culture, but it is also evident that they are self motivated. There is high regard for the service delivery level provided by all in L & R, which was made very clear to the assessor during discussion with stakeholders, partners, other council services and customers. There is consistency in responsibility for service delivery, which is recognised by many recipients. Consequently retention of Compliance Plus is well deserved.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

2.2: Staff Professionalism and Attitude

2.2.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

New Evidence

L&R 219: L&R 219 - 2.2.1 - ABC Manager	Assessor Acceptance:	Yes

Legal and Regulatory Support identify and select staff who have management responsibility and encourage them to undertake the Argyll and Bute Manager Programme.

L&R 220: L&R 220 - 2.2.1 - Election training	Assessor Acceptance:	Yes

During the recruitment period specific reference is made to the need for Officers to be committed to and understand the principals of customer care and to have experience of customer focused frontline service.

L&R 221: L&R 221 - 2.2.1 - Job Description	Assessor Acceptance:	Yes

As part of our ongoing commitment to ensuring that we provide excellent customer service, we ensure that when we are recruiting new members to the team that the job description and person specification reflects a customer service element.

Corporate Evidence

C023: Customer Care Training	Assessor Acceptance:	Yes

This evidence is the access on our intranet to customer service specific training courses for employees, including base level online self learning modules and the SQA recognised Customer Service Professional Qualification for CS professionals. 1955 employees have done this and 27 have achieved CSPQ

C032: Customer Focused Performance Appraisal & Development	Assessor Acceptance:	Yes

The corporate Performance appraisal and development system (PRD); links development to required job outcomes and core competencies required for each post. Customer focus is a competence across all posts and grades as shown by this evidence.

C070: Example Recruitment Job Description 2018	Assessor Acceptance:	Yes

Every recruitment requires a Job Description to be created specific to the new post, even temporary ones. These all include elements of customer focus and this example shows a recent new post. Every employee has a JD.

2.2.1.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment,

Remote RP1 2022 The processes for recruitment are well embedded and certainly include the commitment to employ suitably motivated recruits. Job descriptions are specific, scrutiny of applications is professional and the interview questions are focused on customer service in addition to post relevant.

Evidence Value: Fully Met

2.2.1.2: training and development policies for staff.

Remote RP1 2022 The procedures for training and development are also thorough and well embedded. In addition to recruiting professional people you have good procedures to develop staff from within and this was demonstrated with a number of recent promotions and commitment for attending development courses voluntarily. The procedures can be described as embracing and inclusive and feedback from staff indicate complete satisfaction with this level of support and opportunity.

Evidence Value: Fully Met

2.2.2: Our staff are polite and friendly to customers and have an understanding of customer needs.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR019: Welfare Rights feedback	Assessor Acceptance:	Yes

Welfare rights staff adhere to the Customer Service Charter and monitor customer feedback via regular monitoring – feedback shows that staff are polite, friendly and understand customer needs.

LR020: FOI Feedback	Assessor Acceptance:	Yes

All our staff undertake the customer service module on beginning employment with the Council. An example of feedback from a customer which shows them being friendly and understanding customer needs.

LR021: Individual customer feedback	Assessor Acceptance:	Yes

Our staff are recognised as being polite and friendly with an understanding of customer needs. Included examples of feedback to our Community Council Liaison Officer and our ASB Co-ordinator.

Corporate Evidence

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

This survey from April 2018 shows 95.6% satisfaction with staff attitude and profressionalism and para3.4.3 has many comments on politeness and courtesy of staff.

C028: Our Polite and Friendly Standards	Assessor Acceptance:	Yes

The Council's Customer Service Charter has a specific standard on polite and friendly service and this evidence shows that and how performance against it is monitored by the Customer Service Board and it is reported on the Customer Service Scorecard with a challenging target of 96% that is being met

C032: Customer Focused Performance Appraisal & Development	Assessor Acceptance:	Yes

The corporate employee development approach has core competencies at its heart and customer focus is the first one, including 1,1,3 requiring polite customer service.

2.2.2.1: Our staff are polite and friendly to customers

Remote RP2 2020: The commitment to ensuring that staff provide a polite and friendly service clearly remains in place. This is confirmed by customer feedback, both in the presented evidence but also directly to the assessor during discussion. Staff are frequently described as very helpful, knowledgeable and provide excellent service. It is noted that all customer facing staff have a mandatory on-line training schedule to fulfil. The customer service video is excellent and is also a very good training aid.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

2.2.2.2: and have an understanding of customer needs.

Remote RP2 2020: In all areas of customer service delivery there is also commitment to understanding customer needs. Customer feedback from surveys shows that staff are very polite and friendly and other channels such as direct feedback also confirms this wholehearted approach. Personal testimony during discussion with customers, stakeholders and partners also confirms the very polite and friendly approach by all staff.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

2.2.3: We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

Active Evidence

LR116: Employee Recognition	Assessor Acceptance:	Yes

At the monthly meeting of the Legal and Regulatory Support Manager's, time is dedicated to ensure that colleagues receive recognition for their commitment to the service.
The good work undertaken by staff is also highlighted through our Performance Review and Development (PRD) process.

LR117: Procurement Customer Satisfaction	Assessor Acceptance:	Yes

In order to ensure customer satisfaction, colleagues in Procurement carried out a Customer Satisfaction Survey to establish how satisfied or dissatisfied customers were with the service that they had received.

LR118: Scottish Parliamentary Elections	Assessor Acceptance:	Yes

Having recognised the efforts of staff in aiding with the delivery of the Scottish Parliamentary Elections in May 2021, particularly in the way the Election was delivered that met the Covid-19 restrictions imposed by the Scottish Government, the Returning Officer made sure to email thanks to staff

Corporate Evidence

C052: Elected Leadership Policy Lead	Assessor Acceptance:	Yes

The elected council leadership has appointed specific councillors to be Policy Leads for critical areas. Rory Colville is the Policy Lead for Customer Services. He receives a monthly update on key targets and developments.

C099: Employee Excellence Awards	Assessor Acceptance:	Yes

The Council has an annual Employee Awards competition with awards categories linked to corporate priorities. One of the Categories was INVOLVING AND LISTENING TO CUSTOMERS. The Screenshot below shows the award winners for all the categories and a picture from the Award Ceremony

C132: Corporate Customer Service Scorecard	Assessor Acceptance:	Yes

Corporate Customer Service Scorecard is a dashboard of key customer service measures used by the Customer Service Board, Strategic Management Team and policy and Performance Committee to monitor performance. It is published internally and externally every quarter.

2.2.3.1: We prioritise customer focus at all levels of our organisation

Remote RP3 2021 Customer focus is well embedded in all your policies and procedures. However it is noted that you are prepared to evaluate service delivery outcomes to prioritise response and subsequent improvement. You have developed a Covid awareness approach that assists all service delivery recipients to understand the implications, thereby retaining a consistency across all areas. Your tactical approach throughout the pandemic has been customer centric, which has been maintained as you develop the recovery stage.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

	Evidence Value:	Fully Met

2.2.3.2: and evaluate individual and team commitment through the performance management system.

Remote RP3 2021 Leaders and managers evaluate all activity thoroughly, to not only spot excellent staff participation, but to reward and steer service improvement. Some very good examples were highlighted in the presented evidence and commented upon during discussion with the assessor, including the flexibility of staff throughout the pandemic, staff's awareness of Covid related issues and the care and attention delivered by staff. This care and attention was very prominent in the preparation for Polling Station protocols, including the provision of information on procedures, health and safety regulations and marshals to assist customers. All activity has been noted, evaluated and duly recognised by leaders and managers in a variety of ways. Customer feedback has also been outstanding. Consequently this element moves to Compliance Plus.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

	Evidence Value:	Fully Met

2.2.4: We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

New Evidence

L&R 222: L&R 222 - 2.2.4 - Check list nominations	Assessor Acceptance:	Yes

To mitigate against invalid nomination forms we pulled together a checklist that ensured that on submission of the nomination the form held all required details thereby ensuring that the customers needs were met at the first point of contact.

L&R 223: L&R 223 - 2.2.4 - Polling Booths	Assessor Acceptance:	Yes

We have undertaken a programme of replacing old polling booths with newer models that were lighter, more compact and could be manoeuvred more easily by our customers.

L&R 224: L&R 224 - 2.2.4 - Welfare rights	Assessor Acceptance:	Yes

During a team meeting Welfare Rights colleagues flagged the need to improve the webpage. The webpage was subsequently updated to ensure customers have a better experience of the Service.

Corporate Evidence

C031: Corporate Employee Surveys 2018	Assessor Acceptance:	Yes

Council culture is to consult staff on significant issues that affect them and the way do business and then to use the insight to change things from internal mechanisms,to communication,our corporate culture and service delivery.This evidence shows 2 large surveys that had over 1500 responds each

C035: Employee Suggestion Scheme	Assessor Acceptance:	Yes

The corporate staff suggestion scheme incentivises employees to identify and contribute ideas. managers must consider and document their reasons for accepting/ rejecting employees' ideas. It was recently promoted by The Chief Exec to relaunch.

C057: 2018-21 Website Strategy	Assessor Acceptance:	Yes

In Early 2018 a number of consultations were held to inform the new Website Strategy, which was approved by SMT in May and is on the website. Staff were encouraged to influence the future and 199 did so as shown in this evidence.

2.2.4.1: We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.

Remote RP1 2022 Staff are empowered and encouraged to contribute significantly to the policy development of customer service delivery. However there is also a huge element of self motivation amongst staff, which was very evident during discussion with the assessor. Several examples have been provided to demonstrate the levels of commitment, service delivery and improvements. For example, problems with Election Nominations were identified at an early stage, avoiding unnecessary delays, reviewing health and safety issues at polling stations, the welfare of customers following the Covid pandemic and developing a more open door approach for escalating complaints. This level of activity and input by staff merits the retention of Compliance Plus.

Evidence Value: Fully Met

2.2.5: We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

Active Evidence

LR022: Customer Service Excellence	Assessor Acceptance:	Yes

Staff are routinely recognised for good service and performance – on achieving our last CSE accreditation this was recognised by the Head of Service in an e-mail and also publicised on the staff Intranet.

LR023: Difficult Committee Meeting	Assessor Acceptance:	Yes

A difficult meeting took place in Oban and the contribution of our staff was recognised in an e-mail from the Head of Service.

LR024: Managers' meetings	Assessor Acceptance:	Yes

At monthly Manager's meetings staff are recognised for their contributions and Manager's nominate a member of their team for praise.

Corporate Evidence

C033: Employee Recognition for CS Excellence	Assessor Acceptance:	Yes

The Senior Management Team continually promote customer focus and use employee and team recognition to do this. This evidence shows the Chief Exec's Blog praising service delivery and our Hub "Celebrating Success feature which often has customer service related articles including CSE Awards!

C058: Council Leader's Report on CSE Achievers.	Assessor Acceptance:	Yes

Leaders Report on CSE: "so those teams who, like Governance and Law, have come through the process with flying colours, are to be congratulated – and thanked for their contribution to the council's business and service delivery"

C099: Employee Excellence Awards	Assessor Acceptance:	Yes

he Council has an annual Employee Awards competition with awards categories linked to corporate priorities and Every employee is encouraged to take part. One of the key recognition categories is EXCELLENT CUSTOMER SERVICE to reinforce how important this is to what we do. This is from the last event

2.2.5.1: We value the contribution our staff make to delivering customer focused services,

Remote RP2 2020: All managers and staff have faced considerable pressure over the last 6 months, with a clear desire to maintain the high level of service expected and delivered. Particularly effort has been made to support and recognise particular challenges and the regular managers meetings and input from senior managers with encouragement is noted in the presented evidence. Discussions with staff confirmed that despite a lot of remote working, the contact with managers has been maintained.

Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

<div align="right">Evidence Value: Fully Met</div>

2.2.5.2: and leaders, managers and staff demonstrate these behaviours.

Remote RP2 2020: The support of staff is a high priority for leaders and managers as part of normal activities. However during the pandemic leaders and managers, as indicated above, have made special efforts to maintain good links with staff. The recognition given following a difficult committee meeting demonstrates this commitment. Consequently the previously awarded compliance plus is retained.

Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

<div align="right">Evidence Value: Fully Met</div>

3: Information and Access

3.1: Range of Information

3.1.1: We make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

New Evidence

L&R 225: L&R 225 - 3.1.1 - Civil Contingencies	Assessor Acceptance:	Yes

Civil contingencies, within Legal and Regulatory Support have a role in ensuring that local communities are supported in producing localised community resilience plans. To support this service we have created a Handbook, "A guide to helping your community prepare and emergency plan".

L&R 226: L&R 226 - 3.1.1 - Intranet	Assessor Acceptance:	Yes

Legal and Regulatory Support make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge via the Councils intranet page.

L&R 227: L&R 227 - 3.1.1 - Procurement webpage	Assessor Acceptance:	Yes

Legal and Regulatory Support front facing webpages contains information about the full range of services we provide to our customers and potential customers.

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes

As part of its consultation on the future of public service delivery the Chief Exec and officers toured Argyll and held roadshows, telling citizens about current services and governance and asking how it might be improved.

C034: Who is in Charge?	Assessor Acceptance:	Yes

We make Customers Aware of who is in charge in the 'About Your Council' section of our website and specifically the 'See How My Council is Structured Pages' and also the information about political composition and who runs the various committees etc. This shows screenshots of relevant resources.

C124: Corporate Website Contact Us Page	Assessor Acceptance:	Yes

the Corporate Website Contact Us Page with details of the many ways that customers can get in touch with us. Please also note that all the main web pages also have a pane with easy navigation to the contact us detail.

3.1.1.1: We make information about the full range of services we provide available to our customers and potential customers,

Remote RP1 2022 The range, quality and content of all types of communication and information remains very professional and easily accessible. It ranges from leaflets to very detailed policies through channels such as the website, seminars, meetings and day to day engagement. There is huge commitment to getting the right information to the right customers and the work done with Civil Contingencies demonstrates this. Information is provided on areas that may concern customers in the event of an emergency, including how and to whom to make contact. You also ensure that internal customers are updated through the Intranet system. Communications are clear and transparent and during discussions with the assessor, customers, partners and stakeholders were appreciative of this level of service.

Evidence Value: **Fully Met**

3.1.1.2: including how and when people can contact us,

Remote RP1 2022 Contact details are widely published and staff at all levels have established good relations with customers. Consequently customers find it easy to make contact which has been demonstrated through customer insight feedback.

Evidence Value: **Fully Met**

3.1.1.3: how our services are run and who is in charge.

Remote RP1 2022 Likewise service leaders are well known and find them accessible and willing to engage. Overall the level of commitment to providing open and meaningful dialogue remains at an extremely high level and is equally matched by service delivery, which merits the retention of Compliance Plus.

Evidence Value: **Fully Met**

3.1.2: Where there is a charge for services, we tell our customers how much they will have to pay.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR025: Trading Standards Charging	Assessor Acceptance:	Yes

Our Trading Standards Team charge for some aspects of their service and this information is publicised on the Council website and we make service users aware at the earlies opportunity.

LR026: Legal Services Charges	Assessor Acceptance:	Yes

Legal Services charge for some services and a list of their fees are provided on the website. We also advise customers when there will be a fee in any correspondence.

LR027: Liquor licence fees	Assessor Acceptance:	Yes

Fees for liquor licensing are publicised on our website by the Licensing Board team including information on the application forms on how to pay.

Corporate Evidence

C040: The Council's "Pay It" Facility.	Assessor Acceptance:	Yes

All invoices for council services can be paid online or via a 24/7 automated payment service or at Customer Service Points. All details are available on the website by clicking the "Pay It" button on the homepage. This evidence screenshots those web pages, which are updated with price rises.

C100: The Council's A-Z of Licences and Fees	Assessor Acceptance:	Yes

The council has various licensing powers and tells customers about these, how to apply and the licence costs via an online Licensing A-Z.

C126: Downloadable Fees and Charges	Assessor Acceptance:	Yes

The council website has a full list of all council fees and charges as authorised annually in the council budget. These are easy to find using fees and charges in the search engine. It is updated annually

3.1.2.1: Where there is a charge for services, we tell our customers how much they will have to pay.

Remote RP2 2020: You continue to set charges appropriately and sensitively as access has been restricted due to the pandemic, particularly for trading standards and licensing customers. The website has been enhanced to provide additional information.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2: Quality of Information

3.2.1: We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

New Evidence

L&R 228: L&R 228 - 3.2.1 - Election training	Assessor Acceptance:	Yes

Due to the Covid-19 pandemic, Legal and Regulatory Support moved the compulsory training of staff to an online platform rather than by face-to-face sessions.

L&R 229: L&R 229 - 3.2.1 - Access to Committee Meetings	Assessor Acceptance:	Yes

Legal and Regulatory Support have introduced the live streaming and subsequent archiving of committee meetings which allows customers to watch Committee meetings live via our webcasting portal or watch a recording of it via our archive.

L&R 230: L&R 230 - 3.2.1 - Access to Complaints Procedure	Assessor Acceptance:	Yes

Legal and Regulatory Support ensure that customers who wish to make a complaint can do so via various access channels that meet their needs a preferences.

Corporate Evidence

C059: An Array of Channels	Assessor Acceptance:	Yes

This evidence shows the array of mediated and automated channels we use to inform and transact with customers. Note the volumes.

C112: Corporate Social Media Policy 2016	Assessor Acceptance:	Yes

Social Media is an increasingly important way for us to get real time information to customers and in 2018 we added Instagram to our Facebook and Twitter channels. Twitter alone has 12000 followers.

C125: Display Screen Network	Assessor Acceptance:	Yes

The council has 16 display screens across its estate in public buildings that it displays changing info on for customers who do not use the web. This evidence is the invoice for £17k for the network's recent upgrade.

3.2.1.1: We provide our customers with the information they need in ways which meet their needs and preferences,

Remote RP1 2022 Your professional approach to the preparation of information helps you to identify the best possible way to deliver that information. With your diverse customer base you keep a good balance of methods that suit the needs of professionals, Elected and Committee members and rural and urban customers. You provide the information when they most need it, whether it is work based, home based and for customers on the move.

Evidence Value: Fully Met

3.2.1.2: using a variety of appropriate channels.

Remote RP1 2022 The range of methods used is extensive and ranges from highly technical to traditional paper, in other words a hybrid approach. You make significant use of the website and live streaming of both public and private meetings. In the main Council and Community meetings are public but all the necessary security protocol is followed diligently. You also provide an archived library of live streamed meetings, that customers can access at a later date. There is an openness about the way and quality of information that you provide, which is appreciated by customers, stakeholders and partners. There was considerable praise offered during discussion with the assessor. Consequently this element moves to Compliance Plus.

Evidence Value: Fully Met

3.2.2: We take reasonable steps to make sure our customers have received and understood the information we provide.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR028: Members Survey	Assessor Acceptance:	Yes

After any training session for Members we issue feedback sheets to ensure that information is understood and also ask for any comments. We now provide slides in advance of sessions following comments made by Members.

LR029: Governance Training	Assessor Acceptance:	Yes

We provide Governance training for services via face to face and online methods. We issue feedback sheets and also ask for a test to be completed at the end of the online module to ensure that information is understood.

LR030: GDPR module	Assessor Acceptance:	Yes

We have updated our GDPR module for completion by all staff as mandatory training. At the end of the module there is a quiz to be completed to ensure that information is understood.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes

The Council has a suite of automated surveys and a key role of these is to check understanding and completeness of the information provided. This Oct 2017 survey explicitly asks "I received all the information that I required and it was easy to understand" and scored 91% of 77 respondents.

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

As a result of CSE the council has introduced a fairness question to its corporate satisfaction surveys. This one is for anyone who calls the council's contact centre and the latest April 2018 report shows that 98% of 44 respondents affirmed they received a high quality of info

C041: Smart Assistant	Assessor Acceptance:	Yes

Smart Assistant is a new online aide which customers use to search for answers to their common council related questions .A key feature is that it checks to see if the customer has received the information they were looking for.If not the answer goes to experts in the back office to respond fully to

3.2.2.1: We take reasonable steps to make sure our customers have received

Remote RP2 2020: The procedures you have in place to ensure customers receive the information they require
remain effective. Customer feedback, including from customer surveys which show a high level of satisfaction,
has also led to an improvement with information being supplied in advance of meetings.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2.2.2: and understood the information we provide.

Remote RP2 2020: Appropriate training has been provided on general governance and with the in-depth
requirements of the General Data Protection Regulations (GDPR). Sound processes have also been introduced
for meetings held remotely, ensuring that all participants are canvassed to check on the understanding of
outcomes.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2.3: We have improved the range, content and quality of verbal, published and web based information we provide to ensure it is relevant and meets the needs of customers.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR119: Changes to Webpages	Assessor Acceptance:	Yes

The Member Services Team are responsible for maintaining and updating the information held on the designated Elected Members area of the Council intranet, which has been designed specifically to support Elected Members.

LR120: Accessibility Information	Assessor Acceptance:	Yes

Having received a representation from a member of the public on how we provide information for people who may have visual impairments or hearing difficulties, this has resulted in the improvement in the information provided on the Council's website in relation to participation in meetings.

LR121: SPE Training Detail	Assessor Acceptance:	Yes

To take account of the instructions received from the Scottish Government on Covid-19, the Election Team had to look at other ways of providing the mandatory training for staff employed to work at Polling Stations.

Corporate Evidence

C049: Communication, Marketing and Web Strategy 2018-20	Assessor Acceptance:	Yes

A key outcome of the Comms MOWG (C039) was a new Communication, marketing and Web Strategy - Go to bottom of this document to see summary of Plan on a Page.

C057: 2018-21 Website Strategy	Assessor Acceptance:	Yes

In Early 2018 a number of consultations were held to inform the new Website Strategy, which was approved by SMT in May and is on the website. Staff were encouraged to influence the future and 199 did so as shown in this evidence.

C127: New eMail and Letter Writing Guidance	Assessor Acceptance:	Yes

This is the new Guidance on eMail and letter writing developed by our Communication team for use across the organisation and which sets out best practice and standards. It is an update on a previous version that was in the Corporate Comms Strategy.

3.2.3.1: We have improved the range, content and quality of verbal,

Remote RP3 2021 You continue to review the verbal messages that are provided to customers through a variety of channels, including close liaison with Customer Service Support. The preparation for developing verbal messages to customers on polling days is a good example, including the support and training provided to presiding officers.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2.3.2: published

Remote RP3 2021 You have an on-going commitment to reviewing published information on a regular basis. However the need for this has been enhanced during the pandemic and you have taken every opportunity to revamp communications where appropriate. The communication and provision of guidance notes during election campaigns is a good example.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2.3.3: and web based information we provide to ensure it is relevant and meets the needs of customers.

Remote RP3 2021 Likewise the website content is very regularly reviewed and updated with relevant information and guidance. The introduction of direct access links is a good example of service improvement. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2.4: We can demonstrate that information we provide to our customers is accurate and complete, and that when this is not the case we advise customers when they will receive the information they requested.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR124: Minute Approval Process	Assessor Acceptance:	Yes

Following a meeting, the Committee officer will draft the minute and send to the Chair to approve the accuracy of the content and then circulate to the Committee within 7 days of the meeting. If there is any discrepancy in the accuracy, it is noted and updated following agreement of the Committee.

LR122: Meeting Invites	Assessor Acceptance:	Yes

When issuing invites to a meeting of an Area Committee, the wrong date for the meeting was attached. It was noted by n Elected Member and was updated the invite and re-issued to Members.

LR123: Freedom of Information	Assessor Acceptance:	Yes

On receipt of a request under the FOI - in line with legislation and the Council's Customer Service Charter, Legal and Regulatory Support officers will notify of timescales and the processes involved in both the delivery of the information and when it's not been possible to provide said information.

Corporate Evidence

C044: Fixing Avoidable Contacts	Assessor Acceptance:	Yes

When a customer contact (from any channel) is due to a failure of information provision (See C123), the request is handled and classified by the CSC, who provide or arrange for the info to be provided . This is a real example of where this happened.

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes

The council CRM holds comprehensive data on every customer in A&B. We use those characteristics to send targeted information about service disruption, service change and info provision failure e.g. it was used to notify customers of incorrect bin calendars.

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes

The corporate approach for identifying and analysing failure demand or avoidable contact includes a specific measure for information provision failure e.g.when customers contact us about not being given info or given bad information. inFQ1 2018 there were 38/48327 contacts,info is largely accurate

3.2.4.1: We can demonstrate that information we provide to our customers is accurate and complete,

Remote RP3 2021 The presented information and comment made to the assessor during discussions confirms that you remain fully committed to ensuring that information provided to customers is both accurate and complete at the outset of service delivery. Comment to the assessor also indicates that delivery more than matches the commitment.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.2.4.2: and that when this is not the case we advise customers when they will receive the information they requested.

Remote RP3 2021 However on the occasion when accurate or complete information is not provided at the outset, you have good procedures in place to ensuring customers are kept informed of progress. This is more prominent around the provision of pre-meeting notes for elected members, which is an accepted difficulty by all participants, but the feedback to the assessor during discussion with elected members was very positive regarding the follow up service delivery in this area. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.3: Access

3.3.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliance Plus

New Evidence

L&R 231: L&R 231 - 3.3.1 - Committee papers I-Pads	Assessor Acceptance:	Yes

Legal and Regulatory Support were early adopters of paperless Committee meetings. All Elected Members have received their own I-Pad. However, on occasion, we also offer the option for some of our Committees to have paper copies, when it is appropriate to do so.

L&R 232: L&R 232 - 3.3.1 - Webcasting meetings	Assessor Acceptance:	Yes

In the spirit of enhancing and improving customers access to Committee meetings Legal and Regulatory Support have embraced the opportunities that technology has provided and facilitate the live streaming and subsequent archiving of committee meetings.

L&R 233: L&R 233 - 3.3.1 - CPG	Assessor Acceptance:	Yes

During a meeting of a particular Area Community Planning Group the Legal and Regulatory representative highlighted to partners the availability of the technology to support various formats of meetings.

Corporate Evidence

C041: Smart Assistant	Assessor Acceptance:	Yes

The council has introduced a new Smart Assistant Service on its website to assist people who are less digitally able or who cannot find the info they. Need. It works out of hours when webchat is not available and if the customer still cannot find what they need it notifies an agent to help them.

C059: An Array of Channels	Assessor Acceptance:	Yes

This evidence shows the array of mediated and automated channels we use to inform and transact with customers. Note the alternative channels such as voiceforms.

C115: Assisted Digital Strategy 2016-19	Assessor Acceptance:	Yes

.The council has a current Assisted Digital Strategy and action plan that shows how we recognise and will address the needs of those who are hard to reach and who have difficulty contacting us via the Web.

3.3.1.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Remote RP1 2022 Your wide ranging customer base, involving professionals, groups such as Committees and the general public requires specific access channels. They range from traditional methods such as telephone, mail, and face-to-face, but you have embraced modern technology and provide access through e-mail, the website and now more extensively live streaming. All channels are used to suit customer preferences, but are constantly reviewed for effectiveness. Staff at all levels commit themselves to provide an open accessible service, which was confirmed enthusiastically by customers, stakeholders and partners during discussion with the assessor. Compliance Plus is retained.

Evidence Value: Fully Met

3.3.2: We evaluate how customers interact with the organisation through access channels and we use this information to identify possible service improvements, and offer better choices

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

Active Evidence

LR031: CPG meetings	Assessor Acceptance:	Yes

We used feedback from our CPG members to inform decisions on timings of meetings to ensure better participation with some meetings being held in different locations and some at different times.

LR032: Covid Mailbox	Assessor Acceptance:	Yes

During the early stages of the Covid-19 pandemic we realised that our Elected Members were submitting a significant volume of Covid related enquiries. We thereafter set up a dedicated Covid mailbox to deal with these.

LR033: Procurement Survey	Assessor Acceptance:	Yes

Through our annual procurement survey we identified that some suppliers were not sure on interaction with the Council. We formulated an action plan and offered training to ensure that access channels were clear.

Corporate Evidence

C043: 2018 Channel Shift Report	Assessor Acceptance:	Yes

This report shows the continual analysis that we undertake to check how customers are contacting the council and the ever increasing shift to digital channels. It captures the new digital channel choices we have offered such as webchat, smart assistant and voice forms.

C063: Advice Services Review	Assessor Acceptance:	Yes

In 2018 the council carried out a full review of its face to face advice services such as Welfare Rights, Homelessness and debt counselling - this report details the new approach using partner outlets for best value.

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes

The SOCITM Annual assessment of our website gives us a benchmark against other councils and great feedback on where we can improve. This evidence shows the outcome of the 2018 Assessment and an example action plan for recycling that we put in place to enhance the service.

3.3.2.1: We evaluate how customers interact with the organisation through access channels

Remote RP2 2020: You take every opportunity to review the effectiveness of all access channels available to customers. You have introduced greater flexibility in all areas of business. However the work carried out with Community Planning Group (CPG) stakeholders and customers is impressive, by offering evening meetings and providing better video links in very remote areas of Argyll and Bute. The introduction of a Covid Mail Box, where specifically related issues are directed ensuring that customer concerns are identified and dealt with quickly. This enhancement has been appreciated by many customers. Overall the application of service delivery is excellent and deserves a compliance plus rating.

Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.3.2.2: and we use this information to identify possible service improvements,

Remote RP2 2020: In addition to having evening CPG meetings the use of video conferencing has also been expanded, particularly for customers in remote areas. This helps to maintain a high level of customer participation.

Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.3.2.3: and offer better choices

Remote RP2 2020: The introduction of the dedicated mailbox offers a single point of contact for pandemic related mail, while retaining the original member's mailbox for constituency business. Initially the inbox was available seven days a week, but is now reduced to Monday to Friday 8.30am to 6pm.

Following feedback from procurement customers, further opportunity for training has been provided, including webinars. This has enhanced customer understanding of options for purchasing.

Remote RP3 2021: Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

3.3.3: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR125: Covid and Accessing Council Buildings	Assessor Acceptance:	Yes

The pandemic forced a review the physical environment of our office space. Health and Safety contributed to the development and continual refinement of guidance to understand the principles and practices to reduce the risk of coronavirus in our office premises to officers and customers alike.

LR126: Migration to Teams	Assessor Acceptance:	Yes

Being unable to continue in the usual face-to-face meeting process due to the outbreak of the Covid-19 pandemic, the Committee Team undertook an exercise to consider a platform that would not only be suitable for elected members and officers but all stakeholders.

LR127: Polling Station Arrangements	Assessor Acceptance:	Yes

In order to carry out the Scottish Parliamentary Election on 6 May 2021 in a clean and comfortable environment the Election Team put in place measures to review the physical environment by undertaking risk assessments and putting in place one-way systems etc.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes

This recent 2017 survey of Customer Service Points had a question on whether the office that I visited was clean and tidy and 90% affirmed they were, 8% did not know and only 2% said they were not. This is a twice yearly survey and in this 46 customers gave their feedback.

C036: Customer Service Point Checklist	Assessor Acceptance:	Yes

The Customer Service Point Managers use a checklist to determine that key features of the CSPs are up to standard and conform to a corporate standard. This evidence is a copy of the 2018 checklist updated to include new kiosks

C121: Corporate Cleaning Customer Satisfaction	Assessor Acceptance:	Yes

The council's Facilities Services team measures feedback on the cleanliness of council offices and schools and catering supplied to them. It reports this through the Pyramid reporting service. The target is high at 90% but is regularly exceeded.

3.3.3.1: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

Remote RP3 2021 Access to public space has been considerably restricted throughout the pandemic. However the protocols that apply to Polling Stations have been reviewed considerably for the comfort and safety of staff and voters. Specific guidance was drawn up for the Presiding Officer, staff and the general public. A thorough risk assessment was carried out at each location and no adverse comments have been made regarding the revised arrangements. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

	Evidence Value:	Fully Met

3.4: Co-operative working with other providers, partners and communities

3.4.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 234: L&R 234 - 3.4.1 - Anti-social Behaviour Groups	Assessor Acceptance:	Yes

Prior to lockdown Argyll and Bute's ASB meetings were held in various meeting rooms which required members to travel. During lockdown Legal and Regulatory Support organised meetings via Microsoft teams. Analysis of attendance figures has confirmed participation by customers had increased.

L&R 235: L&R 235 - 3.4.1 - Area Community Planning Groups	Assessor Acceptance:	Yes

Legal and Regulatory Support undertake a co-ordinating role for Community Planning in local areas. To compliment this service we have introduced a 'Chair & Vice-Chairs meeting', ensuring that the business is planned and considered consistently across the localities.

L&R 236: L&R 236 - 3.4.1 - Civil contingencies	Assessor Acceptance:	Yes

In response to Storm Arwen and indeed our ongoing commitment to encouraging and promoting community resilience in the Civil Contingencies Team in conjunction with partners though the Local Resilience Partnership are actively embedding information about the Community Asset Register.

Corporate Evidence

C048: Community Planning Partnership	Assessor Acceptance:	Yes

The Council in partnership with NHS, Police, Fire & Rescue Service, 3rd Sector, Highlands and Islands Enterprise, and seeks to deliver co-ordinated services for the benefit of the residents of Argyll and Bute. This is managed through the Community Planning Partnership, which this evidence shows.

C063: Advice Services Review	Assessor Acceptance:	Yes

In 2018 the council carried out a full review of its face to face advice services such as Welfare Rights, this report details the new approach using partners such as Citizens and Money Adice. Para 7.3 shows benefits for customers.

C065: Business Growth Partnerships 2018	Assessor Acceptance:	Yes

The council works closely with Highland Island Enterprise and Enterprise Scotland to help business customers grow and prosper, this newsletter provides many recent examples.

3.4.1.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services,

Remote RP1 2022 Your partnership arrangements are wide ranging and well embedded into all parts of your business. For example they include the Emergency Services, Health Service, Landlords and Community based agencies. You also ensure that the arrangements are inclusive and that you are responsive to the needs of partners. The support work provided to Small to Medium Enterprises is a good example.

Evidence Value: Fully Met

3.4.1.2: and these arrangements have demonstrable benefits for our customers

Remote RP1 2022 You are keen to ensure the smooth running of all partnership arrangements, which requires considerable input and planning. The outcomes from this approach also ensures that there are demonstrable benefits for customers. This was confirmed during discussion with the assessor, but also in the presented evidence with the higher attendance at Anti-social Behaviour meetings and the support provided to the Area Community Planning Group.

Evidence Value: Fully Met

3.4.2: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR034: Civil Contingencies	Assessor Acceptance:	Yes

We have arrangements in place in terms of our Civil Contingencies duties whereby we work with partners such as Police Scotland and Scottish Fire to deal with emergency situations.

LR035: IJB Meetings	Assessor Acceptance:	Yes

Committee Services have taken over responsibility for providing support to the Integrated Joint Board. At the outset we were clear in terms of what support we could and would offer and this was agreed with all parties.

LR036: Anti- social behaviour	Assessor Acceptance:	Yes

As part of our work on Anti Social Behaviour we have developed a protocol with our partners which details clearly the lines of accountability for the service that is provided.

Corporate Evidence

C066: CPP Progress Bulletins	Assessor Acceptance:	Yes

As part of the new ABIOP arrangements we publish regular bulletins describing who is doing what to deliver the outcomes, so customers have a clear understanding.

C075: TellUs Once	Assessor Acceptance:	Yes

The Tell Us Once Service is done in conjunction with Registrars of Scotland and DWP and is designed to ensure customers who notify a birth/death only need to notify this once and the info is then cascaded to all relevant teams etc in the participating organisations. Active arrangements check quality

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes

The complaints procedure documents accountability for service (e.g. the social work complaints have a different statutory process) and the demarcation with the Scottish Public Services Ombudsman who supervise quality and are 2nd tier of appeal.

3.4.2.1: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Remote RP2 2020: The arrangements you have with partners is excellent, including ensuring the accountability of quality of service. Important areas of work, which have been considerably affected by the pandemic, include the civil contingencies arrangements, IJB meetings and anti social issues and complaints. Considerable liaison with appropriate partners has been necessary to identify Covid 19 related issues and plan appropriate action.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

3.4.3: We interact within wider communities and we can demonstrate the ways in which we support those communities.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR128: Colin Weir - Football	Assessor Acceptance:	Yes

The roles played by members of the Legal and Regulatory Support team, in their own time, which shows how we proactively support our communities.

LR129: Hazel Macinnes - Football	Assessor Acceptance:	Yes

The roles played by members of the Legal and Regulatory Support team, in their own time, which shows how we proactively support our communities.

LR130: Graeme Macmillan - Pipe Band	Assessor Acceptance:	Yes

The roles played by members of the Legal and Regulatory Support team, in their own time, which shows how we proactively support our communities.

Corporate Evidence

C027: Customer Driven Community Improvements	Assessor Acceptance:	Yes

We interacted through participative budgetting to fund all these local projects voted for across all 4 areas, without us none would progress.

C053: Grants to Voluntary and Community Groups	Assessor Acceptance:	Yes

The Council votes a significant amount of money each year for local voluntary and community groups via Area committees. This is a screenshot of the webpage encouraging applications and providing all the info groups need to do so. It also administers a number of Windfarm Trusts, a minute is attached.

3.4.3.1: We interact within wider communities and we can demonstrate the ways in which we support those communities.

Remote RP3 2021 The opportunities to engage with colleagues and other staff have been restricted during the pandemic. However you do participate in the corporate charitable schemes. The presented evidence shows a variety of ways in which staff have engaged with their local communities, particularly in the field of coaching young people in the sports arena. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

	Evidence Value:	Fully Met

4: Delivery

4.1: Delivery standards

4.1.1: We have challenging standards for our main services, which take account of our responsibility for delivering national and statutory standards and targets.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

New Evidence

L&R 237: L&R 237 - 4.1.1 - Complaints	Assessor Acceptance:	Yes

We aim to respond to complaints quickly (where possible, when first raised), specifically 75% of customers within five working days or less, unless there are exceptional circumstances.

L&R 238: L&R 238 - 4.1.1 - FOI	Assessor Acceptance:	Yes

On receipt of a Freedom of Information legislation Legal and Regulatory Support endeavour to provide the information requested within the statutory timescale of 20 working days.

L&R 239: L&R 239 - 4.1.1 - Financial problems	Assessor Acceptance:	Yes

Welfare Rights Service continually assess whether customers are satisfied with the level of assistance they receive. A target of 90% of customers being satisfied that they are better able to deal with their financial problems following intervention by our officers has been established.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes

The council delivers a range of Services to national and ABOIP related targets, this shows the quarterly reports of performance for each Dept that relate to those ABOIP targets. It replaces old SOA targets.

C091: 2017/18 Corporate Complaints Report	Assessor Acceptance:	Yes

We have a number of targets for complaints that comply with SPSO guidelines, This report fully details those targets and our performance against them . It is published on the website.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes

This evidence shows the Public Performance Reporting across all our services and depts on the web, how we are doing against internal and national targets and SOA. It is regularly updated and goes to PRS Commitee & is subject to a Public Performance Reporting Improvement Plan review by Audit Scotland

4.1.1.1: We have challenging standards for our main services,

Remote RP1 2022 Standards for all parts of your business remain in place. They have been well embedded into service delivery for a number of years. The pyramid system that is used to record performance outlines the full range of standards in place. The standards you set ensure that the commitment for first class service delivery is achievable and the examples you have evidenced show a variety of appropriate standards.

	Evidence Value:	Fully Met

4.1.1.2: which take account of our responsibility for delivering national and statutory standards and targets.

Remote RP1 2022 Likewise you are committed to delivering national standards such as those for dealing with Freedom of Information requests.

	Evidence Value:	Fully Met

4.1.2: We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR037: Welfare Rights and Procurement	Assessor Acceptance:	Yes

We monitor the income from welfare rights and the percentage of local suppliers who bid for business and we report these to Policy and Resources Committee.

LR038: Pyramid system	Assessor Acceptance:	Yes

We use the Council's performance management system pyramid to monitor our standards and performance targets and information is provided the Council Strategic Committees.

LR039: Legal Services	Assessor Acceptance:	Yes

We have targets in relation to being efficient and cost effective for services provided by Legal Services. These are monitored and reported to Strategic Committees.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes

The council delivers a range of Services to national and ABOIP related targets, this shows the quarterly reports of performance for each Dept and is updated quarterly on the PPF repeerting on the website and to the P&R Committee.

C091: 2017/18 Corporate Complaints Report	Assessor Acceptance:	Yes

We have a number of targets for complaints that comply with SPSO guidelines, This report fully details those targets and our performance against them . It is published on the website.

C104: Corporate Annual Report 2017-18	Assessor Acceptance:	Yes

All key ABOIP and national indicators are monitored and reported through an annual report -this fully details The Difference We Make. It is published to community partners and on the website.

4.1.2.1: We monitor and meet our standards, key departmental and performance targets,

Remote RP2 2020: The pyramid system which is used council wide is a trusted and secure method of monitoring performance against the set standards. However this is supported by other methods used throughout Legal and Regulatory. The outcome for very challenging standards for welfare rights and procurement show consistent performance above requirement.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

4.1.2.2: and we tell our customers about our performance.

Remote RP2 2020: The website remains the main public platform to publish outcomes from the pyramid system. However other channels are used including committee reports and appropriate minutes. Feedback from customers in surveys and during discussion with the assessor indicates satisfaction with performance and publication.
Remote RP3 2021: Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

4.1.3: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR131: Response to Covid	Assessor Acceptance:	Yes

As the lead officer the Head of Legal and Regulatory Support led the Council response to tackling the pandemic. To help support elected members a consultation exercise was undertaken to establish their views on our approach.

LR132: Procurement Strategy	Assessor Acceptance:	Yes

As part of the Council's drive to continuously improve the service Legal and Regulatory Support annually update both the Procurement Strategy and the Sustainable Procurement Policy.

LR133: Procurement - customer satisfaction	Assessor Acceptance:	Yes

In order to improve our service, Legal and Regulatory Support undertake an annual Customer Satisfaction Survey for the Council's procurement function that involves consultation with customers, citizens, partners and staff via survey monkey.

Corporate Evidence

C004: Your Voice Consultation 2018	Assessor Acceptance:	Yes

The Your voice public consultation on representation covers all aspects of governance including performance reporting and target monitoring.e.g this evidences the Isle of Jura Development Plan socio economic development targets.

C010: Customer Service - Customer Consultation Report	Assessor Acceptance:	Yes

All of the outcomes and targets in the new ABOIP (previously SOA) were agreed in consultation with the Community Planning Partnership and through the community consultation framework. SeeP14 for outcomes and p.28 re engagement.

C130: 2018-19 Service Plan - Customer & Support Services	Assessor Acceptance:	Yes

Every year all services follow a corporate template and deliver their Service Plans – a key feature of which is that Targets are set for every service, following consultation with key staff responsible for delivering them. Shown are the 2017/18 and 2016/16 targets for the Customer Service Centre

4.1.3.1: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

Remote RP3 2021 You have made substantial effort to consult on reviewing and setting standards, which has included a review of the impact of the pandemic. 6 important lessons have been learned and made into a set of guidelines to take forward into future planning. You have also introduced a RAG rating system to help steer progress and currently all aspects are in the green zone. Surveys continue to be a good source for customer feedback and all indications are that you are on track to maintaining a high level of delivery standards. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

4.2: Achieved Delivery and Outcomes

4.2.1: We agree with our customers at the outset what they can expect from the service we provide.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

New Evidence

L&R 240: L&R 240 - 4.2.1 - Community Council Information	Assessor Acceptance:	Yes

Recognising that community councils make, a valuable contribution to the development of Argyll and Bute Legal and Regulatory Support drafted a best practice agreement. This was subsequently adopted by all Community Councils.

L&R 241: L&R 241 - 4.2.1 - Elected Member Induction	Assessor Acceptance:	Yes

Following the Local Government Elections in May 2022 a comprehensive induction programme was organised and delivered. As part of this process, Legal and Regulatory Support produced an Elected Member handbook which contained information on what support Legal and Regulatory Support provides.

L&R 242: L&R 242 - 4.2.1 - Procurement	Assessor Acceptance:	Yes

The Procurement, Commercial and Contract Management Team have produced a suite of documents outlining what suppliers/customers can expect from Legal and Regulatory Support to help them in securing contracts with the Council.

Corporate Evidence

C010: Customer Service - Customer Consultation Report	Assessor Acceptance:	Yes

All of the outcomes and targets in the new ABOIP (previously SOA) show what customers can expect from the council and its community partners over the years ahead. These are reported on in the Annual Report C104.

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes

The corporate customer service charter standards clearly set out what standards customers can expect regarding service via a number of channels and it is widely publicised. The standards were determined following an extensive consultation. They will be reviewed in 2019.

C094: Corporate Complaints Leaflet	Assessor Acceptance:	Yes

The corporate complaints process has well documented timescales and stages. It was reviewed in 2017 to bring it in line with new national guidelines and this leaflet details (pages 4 and 5) the timesacles customer should expect depending on the stage the complaint is at.

4.2.1.1: We agree with our customers at the outset what they can expect from the service we provide.

Remote RP1 2022 Your commitment to agreeing customer expectations at the commencement of service delivery remain outstanding. You are very proactive in identifying needs and preferences, particularly with new customers. However you are prepared to review processes with existing customers. You engage with the right people to set appropriate expectations, which enables a smooth journey. You are also prepared to support people throughout customer journeys and offer additional help where required. For example the detailed induction for Elected members and support to the Small to Medium Enterprises. Consequently Compliance Plus is retained.

Evidence Value:	Fully Met

4.2.2: We can demonstrate that we deliver the service we promised to individual customers and that outcomes are positive for the majority of our customers.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR040: Anti Social Behaviour	Assessor Acceptance:	Yes

We provide services in relation to Anti-Social Behaviour and ask all clients to complete a satisfaction survey after conclusion of the cases. Response shows that we have delivered a positive outcome.

LR041: Procurement Survey	Assessor Acceptance:	Yes

Our Procurement Team provide accommodation and travel booking services for the Council. The most recent customer survey shows that the service was good and customers were satisfied.

LR042: Welfare Rights survey	Assessor Acceptance:	Yes

We provide a welfare rights service for our customers and can demonstrate that the outcomes are positive for our customers. 93.2% of our customers have had a successful outcome.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes

The Customer Service Board has commissioned a quarterly survey of customers who visit our Customer Service Points in a conscious effort to ensure these largely non-digital users continue to receive a service that meets their needs.This evidence is the Oct.2017 report shows high satisfaction level.

C117: Ongoing Web Satisfaction Surveys	Assessor Acceptance:	Yes

The council subscribes to a web survey service provided by the Society of IT Managers (SOCITM) whereby every 100th visitor to the website is invited to take a short survey on their web experience. This feedback is analysed and presented to the Customer Service Board quarterly with improvement recs.

C119: Departmental Performance Reporting to Customers	Assessor Acceptance:	Yes

The corporate Public Performance Reporting system keeps customers up to date with performance across every council service and shows service delivery across all ABOIP agreed outcomes. It reports on all the positive performance and improvement initiatives for customers. C104 details these.

4.2.2.1: We can demonstrate that we deliver the service we promised to individual customers

Remote RP2 2020: While the desire throughout this organisation is to provide the best possible service, a very meaningful approach is taken to ensure that service promises can be achievable and met. This has been clearly demonstrated in two particularly difficult areas. Firstly with anti social behaviour and secondly handling customer expectations with welfare rights. In both areas you show compassion, while maintaining to the requirements of legislation.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.2.2.2: and that outcomes are positive for the majority of our customers.

Remote RP2 2020: A lot of effort is made to monitor customer feedback on service promises. The presented evidence shows a variety of questions where customer satisfaction is obtained, across all areas, and consistent outcomes are noted. However as highlighted previously in the assessor's report at 1.3.2.3, where 25% of procurement customers said that performance was improved on last year, you recognise the scope to explore this further.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.2.3: We can demonstrate that we benchmark our performance against that of similar or complementary organisations and have used that information to improve our service.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliance Plus

Active Evidence

LR134: Accessibility	Assessor Acceptance:	Yes

Legal and Regulatory Support received feedback that a customer felt that we had failed to promote how we support individuals with disabilities.
An exercise was undertaken to compare what support was offered other Local Authorities in this regard.

LR135: Trading Standards	Assessor Acceptance:	Yes

Legal and Regulatory Support benchmark against similar Scottish Local Authorities through the APSE Trading Standards performance measure.

LR136: FOI Information	Assessor Acceptance:	Yes

We are required to provide benchmarking information to the Office of the Scottish Information Commissioner (OSIC) re FOI Requests.
During 2020 94.5% of all FOI cases were responded to on time. This response rate was the third best compared to other Local Authorities in Scotland.

Corporate Evidence

C045: Scottish Local Gvt Digital Partnership	Assessor Acceptance:	Yes

The Council joined and cofunds the Scottish Local Gvt Digital Office, made up of most other councils & Scottish Gvt whose purpose is to benchmark digital service performance & coordinate digital development.The most recent improvement is to make all managers complete a Digital Maturity Assessment.

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes

The council subscribes to the national Socitm benchmark report on every council's website. This is a copy of our outcome for 17/18 and shows how we are top 5 in Scotland but can still improve e.g our online recycling info.

C136: Local Gvt Benchmarking Framework	Assessor Acceptance:	Yes

The council benchmarks its performance against all other Scottich councils across a range of service indicators and uses that information to review and improve services. E.g. cost of CT collection was above the natioanal average so we invested in a new Revs and Bens System to help drive down costs.

4.2.3.1: We can demonstrate that we benchmark our performance against that of similar or complementary organisations

Remote RP3 2021 You have consistently improved the frequency and quality of benchmarking performance against similar organisations and have now reached a full and very thorough approach. You compare yourself against other council services and have made very specific and meaningful comparisons on accessibility of services and FOI requests. Comparison shows that you are 3rd best in the country in this field.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.2.3.2: and have used that information to improve our service.

Remote RP3 2021 You have used the information very effectively to review and improve service delivery. For example, web pages have been reviewed and new ones introduced for Committees; Web Casting, which is a form of live streaming, has been introduced for meetings; a negative outcome in Trading Standards performance has been transformed into a very positive result. All of these initiatives, particularly the introduction of live streaming, are highly appreciated by stakeholders, partners and customers, which was confirmed enthusiastically during discussion with the assessor. Consequently this element moves to Compliance Plus.
Remote RP1 2022 Although not formally reviewed, Compliance Plus is retained as nothing has arisen to indicate otherwise.

Evidence Value: Fully Met

4.2.4: We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR137: Accessibility	Assessor Acceptance:	Yes

An exercise was undertaken to compare what support was offered by other Local Authorities in this regard.
We used this information to improve how we support our customers and by association improving our service by creating a dedicated 'Accessibility webpage'.

LR138: Recording & Webcasting of Committee Meetings	Assessor Acceptance:	Yes

Research was undertaken to identify what practices Local Authorities undertake to enhance the openness and transparency of their organisation.
Many of our partner Authorities had introduced the audio recording of their committees.
We now routinely record the key strategic meetings.

LR139: Representations and PPSL	Assessor Acceptance:	Yes

We have developed and learned from best practice identified outside our organisation. Current policy and practice when dealing with Planning Applications at the PPSL Committee is to accept letters of representation up until the start of the meeting.

Corporate Evidence

C046: National Innovation Exchange	Assessor Acceptance:	Yes

The Scottish Government recently opened a national online innovation exchange where public bodies can publish examples of leading innovations. The council subscribes to this and has posted a number of entries from different Services. Updated evidence shows a case study on out use of Skype.

C086: Customer Service Board Minute	Assessor Acceptance:	Yes

The role of the Customer Service Board is to provide a forum for Services to work together to identify common CS problems, solutions, standards and developments. Its Service champions share best practice and continually drive forward CS excellence.This minute from July 2018 Board shows its dynamism.

C107: SOCITM Feedback and Our Response	Assessor Acceptance:	Yes

The Annual SOCITM Better connected Report evaluates the performance and compares standards of websites for all councils in the UK. We carefully scrutinise it and adopt the best practices of those councils that score better than us for specific tasks. We are the No1 exemplar council for Libraries.

4.2.4.1: We have developed and learned from best practice identified within

Remote RP3 2021 Throughout the period of lockdown and into the phase of recovery you have looked very closely at what other services with Argyll & Bute Council have done regarding the accessibility of services and have taken steps to provide a very open and reachable service. This was commented upon several times during discussions with the assessor.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.2.4.2: and outside our organisation,

Remote RP3 2021 You have taken a brave step to introduce live streaming following some external benchmarking, which has proven to be very successful and welcomed by the participants in meetings. Following review of the process for planning applications at the PPSL Committee meetings you have concluded that your procedures are already considered to be best practice.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.2.4.3: and we publish our examples externally where appropriate.

Remote RP3 2021 All recipients of your revised services are fully informed of the changes and impact of the improvements introduced. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.3: Deal effectively with problems

4.3.1: We identify any dips in performance against our standards and explain these to customers, together with action we are taking to put things right and prevent further recurrence.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 243: L&R 243 - 4.3.1 - Conduct Review Panel
Assessor Acceptance: Yes

Legal and Regulatory Support have a commitment to address complaints made regarding the conduct of Community Councils within 12 weeks.

L&R 244: L&R 244 - 4.3.1 - Processing applications for a Taxi Licence Assessor Acceptance: Yes

We monitor our performance in terms of processing applications for a Taxi Licence and this is reported via the Pyramid performance management system. We also identify dips in performance and take action to address this where appropriate.

L&R 245: L&R 245 - 4.3.1 - SAR
Assessor Acceptance: Yes

We manage and administer the Council's Subject Access Requests (SAR) procedure. If a request is particularly complex or contains a significant amount of information we advise customers of the possible delay in responding and the actions we are taking to put things right.

Corporate Evidence

C113: Using CRM Customer Info For Proactive Engagement
Assessor Acceptance: Yes

We use our new Corporate Outreach service to proactively alert customers to variations in service and unforseen disruptions that cause our service performance to dip. This is an extension to our unified disruption service and is new for 2018.

C119: Departmental Performance Reporting to Customers
Assessor Acceptance: Yes

Our corporate PPR Reporting on the website includes reporting where our performance has dipped or not been as expected and how we aim to address this. It covers every Service and Department. This shows a recent Example.

C132: Corporate Customer Service Scorecard
Assessor Acceptance: Yes

Our corporate customer service scorecard shows performance against standards in 4 main dashboard including indicators for whether the performance is improving or falling and has narratives explaining how the latter will be addressed. It is scrutinised by the Performance Committee of members

4.3.1.1: We identify any dips in performance against our standards

Remote RP1 2022 The corporate Pyramid and Score Card systems are used effectively to monitor dips in performance. However in addition you use other methods such complaints reviews and Subject Access Reports to identify actual or potential problem areas.

Evidence Value: Fully Met

4.3.1.2: and explain these to customers,

Remote RP1 2022 The willingness to communicate to customers, even where things have gone wrong, remains very good and focused. You are prepared to research problems thoroughly before responding to customers.

Evidence Value: Fully Met

4.3.1.3: together with action we are taking to put things right and prevent further recurrence.

Remote RP1 2022 Your commitment to putting things right is clearly obvious from the presented evidence. The example of involving an outside agency to help with taxi licence delays shows that this type of liaison works well.

Evidence Value: Fully Met

4.3.2: We have an easy to use complaints procedure, which includes a commitment to deal with problems fully and solve them wherever possible within a reasonable time limit.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR043: Community Council Complaints	Assessor Acceptance:	Yes

We administer complaints in relation to Community Councils and make the process clear on our website. We also have in place a Panel which will deal with unresolved complaints and have set timescales in which to deal with this.

LR044: Anti- Social Behaviour	Assessor Acceptance:	Yes

In terms of Anti-Social Behaviour we clearly set out the process for making complaints around this on our website. We also have a target of dealing with these complaints within 13 weeks and we report this on the Pyramid system.

LR045: Corporate Complaints	Assessor Acceptance:	Yes

We administer the Council's Corporate Complaints procedure and we are clear both on the website and in written correspondence in relation to timescales for dealing with the complaint.

Corporate Evidence

C062: Corporate Approach to Complaints Mgt	Assessor Acceptance:	Yes

The council operates a simple to use centralised complaints process for customers with a single phone number 01546605514, a single web form and single email address for customers to use. This evidence shows the 2017 reviewed guidance on the Intranet for employees and managers that is still current.

C088: Complaints Performance Monitoring	Assessor Acceptance:	Yes

The council's focus on speedy, open complaints resolution is shown by the fact it features on the Customer Service Scorecard, used by the Senior Management Team. This gives info on resolution times and volumes and improvements made as a result of complaints. This shows the FQ4 2017/18 scorecard.

C094: Corporate Complaints Leaflet	Assessor Acceptance:	Yes

The Council's complaints procedure ensure acknowledgement letters are issued to complainants which advise of date by which response will be issued and details of the officer dealing with complaint. This is a copy of the leaflet given to customers.

4.3.2.1: We have an easy to use complaints procedure,

Remote RP2 2020: Argyll and Bute Council operate a very good complaints system and staff within Legal and Regulatory have considerable input to the smooth running of all procedures and stages of complaint. Customer feedback, including comment to the assessor, indicates that the system is easy to access and operate. There is customer confidence in receiving a thorough review.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

4.3.2.2: which includes a commitment to deal with problems fully

Remote RP2 2020: The commitment to dealing with complaints fully and very thoroughly is well embedded through this organisation. The Community Council Panel is a good example of ensuring all issues are fully explored.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

4.3.2.3: and solve them wherever possible within a reasonable time limit.

Remote RP2 2020: All complaints are logged on receipt and the commitment to adhering to the published timescales is thoroughly monitored through the pyramid system. Outcomes show a consistent performance.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

4.3.3: We give staff training and guidance to handle complaints and to investigate them objectively, and we can demonstrate that we empower staff to put things right.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR140: Face to Face Training	Assessor Acceptance:	Yes

To complement the other training material that is provided in relation to complaint handling and investigating, Legal and Regulatory Support delivered face to face training to colleagues from across the Council and partners from the Health and Social Care Partnership.

LR141: LEON training course	Assessor Acceptance:	Yes

Legal and Regulatory Support have developed an online training course to help train colleagues to handle complaints and to investigate them objectively.
The course is also designed to make all staff aware of the importance of putting things right.

LR142: Complaints quick guide	Assessor Acceptance:	Yes

To complement the training and guidance to handle complaints and to investigate them objectively Legal and Regulatory Support have also developed a quick guide which is available for all staff on the Hub.

Corporate Evidence

C023: Customer Care Training	Assessor Acceptance:	Yes

The council's core Positive Customer Service Training provides the core skills for handling complaints e.g. listening to what the customer's issues are,act on them,going the extra mile for resolution etc and the Mgt Training includes complaint management empowering original officer to fix issues.

C047: Complaints Co-ordinator Bulletin	Assessor Acceptance:	Yes

The Council rebuilt its Central complaint Mgt system on Oracle CRM and introduced the role of Complaints Co-ordinator to ensure that cases were actioned correctly and timeously. They receive dedicated system training and are empowered to request enhancements which are included in Update Bulletins.

C062: Corporate Approach to Complaints Mgt	Assessor Acceptance:	Yes

All staff are made aware of the corporate complaints system as part of induction and those who operate it are given full training. The second screenshot on this evidence shows the full range of supporting materials (guides etc) available to customers on the council's intranet Hub.

4.3.3.1: We give staff training and guidance to handle complaints

Remote RP3 2021 Your complaint handling procedures are well embedded and staff show a huge commitment in dealing with all expressions of dissatisfaction. Appropriate training continues to be provided, but during the period of the pandemic you have provided additional training on handling issues correctly at the first point of contact.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.3.3.2: and to investigate them objectively,

Remote RP3 2021 The commitment to investigating issues fully and objectively is equally well imbedded into your service delivery culture.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.3.3.3: and we can demonstrate that we empower staff to put things right.

Remote RP3 2021 Staff are supported and encouraged to provide the best possible service. Staff are clearly empowered to taking a three step approach: Correct, Improve, Learn. Comment from stakeholders, partners and customers during discussions with the assessor, indicates a high level of confidence in the ability of staff to handle complaints effectively and professionally. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.3.4: We learn from any mistakes we make by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action taken.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

New Evidence

L&R 246: L&R 246 - 4.3.4 - Casebook	Assessor Acceptance:	Yes

Casebook resource supports elected members to work together within their wards by allowing them to share details of issues and solutions conveniently, quickly and easily. In response to member feedback Legal and Regulatory Support have worked to introduce a new case management system, Member Zone.

L&R 247: L&R 247 - 4.3.4 - Election debrief	Assessor Acceptance:	Yes

After each election process Legal and Regulatory support hold debrief sessions during which any issues/mistakes are identified and possible solutions identified.

L&R 248: L&R 248 - 4.3.4 - Procurement survey	Assessor Acceptance:	Yes

Legal and Regulatory Support undertake an annual Customer Satisfaction Survey for the Council's procurement function, with actions taken should any issues be identified by customers

Corporate Evidence

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes

We introduced a satisfaction survey to identify patterns of issues with our own complaint handling process and analyse this quarterly to identify improvements and we publicise these throught our Pyramid and online reporting systems.

C088: Complaints Performance Monitoring	Assessor Acceptance:	Yes

The council's focus on speedy, open complaints resolution is shown by the fact it features on the Customer Service Scorecard, used by the Senior Management Team. This not only gives info on resolution times, but also improvements made as a result of complaints. The scorecard is published to PRS Ctte

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes

The council has sophisticated software that captures data on all failure demand or avoidable contact. These are all informal complaints and this evidence shows the capture and analysis of that data to try and prevent obvious causes of informal complaints via reports to the Customer Service Board.

4.3.4.1: We learn from any mistakes we make by identifying patterns in formal

Remote RP1 2022 There is a strong corporate process for analysing formal complaints, which is used effectively with your service. However in addition at local level you are prepared to listen to concerns and take onboard any level of criticism.

Evidence Value: Fully Met

4.3.4.2: and informal complaints and comments from customers

Remote RP1 2022 Likewise your open approach and levels of engagement naturally attracts the right atmosphere for customers to express concerns. This is also achieved through more formal processes such as surveys and customer forums.

Evidence Value: Fully Met

4.3.4.3: and use this information to improve services and publicise action taken.

Remote RP1 2022 You are prepared to act on concerns and take appropriate action. For example the re-vamp of the Members Handbook shows that you are prepared to enhance guidance. Overall this element remains fully compliant.

Evidence Value: Fully Met

4.3.5: We regularly review and improve our complaints procedure, taking account of the views of customers, complainants and staff.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR046: Community Council Complaints	Assessor Acceptance:	Yes

We reviewed the process which was undertaken in relation to an escalated Community Council complaint and identified that it would be beneficial if a report was prepared and submitted to the Panel.

LR047: Audit and Scrutiny Committee Complaints	Assessor Acceptance:	Yes

Annual reports on complaints are submitted to the Audit and Scrutiny Committee for them to scrutinise. The Committee identified that it would be useful for them to see a breakdown of complaints by area of the Council. An additional field was added to the database to allow a report to be prepared.

LR048: Corporate Complaints	Assessor Acceptance:	Yes

Regular departmental meetings are held to review the complaints procedure and at one meeting we identified that it would be better if complaints coming from the CSC were logged at stage 1.

Corporate Evidence

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes

In May 2017 the council set up an automated satisfaction survey for customers who have lodged a formal complaint.They are offered it 5 days after their complaint has been marked as resolved and the purpose is to evaluate how the process was for them including if they felt they were treated fairly

C047: Complaints Co-ordinator Bulletin	Assessor Acceptance:	Yes

The Council rebuilt its Central complaint Mgt system on Oracle CRM and introduced the role of Complaints Co-ordinator to ensure that cases were actioned correctly and timeously. They received dedicated system training and are empowered to request enhancements which are included in Update Bulletins.

C067: Complaints Annual Report 16/17	Assessor Acceptance:	Yes

We engage customers and elected members throught the production of an annual complaints report that covers process, performance and improvements. This is the most recent report and coverrs feedback from SPSO.

4.3.5.1: We regularly review and improve our complaints procedure,

Remote RP2 2020: Staff within Legal and Regulatory retain a major responsibility for monitoring complaints council wide. This provides a wider view on the types of complaints registered and oversight on the collective response from other departments. Consequently this provides valuable insight and has helped to formulate improvements such as expanding information on the complaints data base to enable better comparison.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.3.5.2: taking account of the views of customers, complainants and staff.

Remote RP2 2020: Views from customers are taken from surveys and general dialogue. Staff input is obtained through discussion of problems at meetings. However a lot of information is obtained directly from complainants.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

4.3.6: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR143: FOI	Assessor Acceptance:	Yes

On returning details requested via FOI we routinely remind customers that should they be dissatisfied they are entitled to request a review.
Of the 776 requests for information to date this year 16 customers have asked for the information to be reviewed

LR144: SAR	Assessor Acceptance:	Yes

Legal and Regulatory Support manage and administer the Council's Subject Access Requests (SAR) procedure. Our website outlines the process, the rights of customers and the associated contact details.

LR145: Complaints Process Satisfaction Survey	Assessor Acceptance:	Yes

On receipt of the outcome of their complaint customers are automatically issued with a short complaints process satisfaction survey. The survey asks for feedback concerning the complaints process, and presents an opportunity to forward suggestions for improvements to the process.

Corporate Evidence

C020: Automated Complaints process Satisfaction Survey	Assessor Acceptance:	Yes

In May 2017 the council set up an automated satisfaction survey for customers who have lodged a formal complaint.They are offered it 5 days after their complaint has been marked as resolved and lets us assure and improve the complaints process. \we track if respondents complaints are upheld or not

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes

This procedure shows the council operates a 2 tier compliants system, so that if a customer is not satisfied with how their complaint is handled we ensure it isto be reviewed by a second officer, even if it is upheld.69 out of 367 complaints went to S2 in 2017/18 of which 21 were upheld.

C129: SPSO Complaints Stats 2017-18	Assessor Acceptance:	Yes

A key indicator of how satisfied customers are with the outcome of their complaint is the number that go to the SPSO. This evidence shows only 5% do and only 1% of those are upheld, 2 complaints out of 420!

4.3.6.1: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

Remote RP3 2021 You have a variety of procedures in place to ensure that all complaints are reviewed for satisfactory outcomes. The procedures cover FOI requests, Subject Access Requests and importantly complaints that have been upheld. All procedures have been well embedded into your service delivery culture. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5: Timeliness and Quality of Service

5.1: Standards for Timeliness and Quality

5.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

New Evidence

L&R 249: L&R 249 - 5.1.1 - Freedom of Information	Assessor Acceptance:	Yes

On receipt of a Freedom of Information legislation Legal and Regulatory Support endeavour to provide the information requested within the statutory timescale of 20 working days.

L&R 250: L&R 250 - 5.1.1 - Complaints Handiling	Assessor Acceptance:	Yes

On receipt of a complaint we have set appropriate and measurable standards for the timeliness of responding, both at stage 1 and stage 2 complaints, specifically within 5 working days for stage 1 complaint and within 20 working days for a stage 2 complaint.

L&R 251: L&R 251 - 5.1.1 - ASB	Assessor Acceptance:	Yes

Legal and Regulatory Support set appropriate and measurable standards for the timeliness of response for all forms of customer contact, including those that engage with our Anti-Social Behaviour (ASB) service.

Corporate Evidence

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

Every caller to the corporate CSC is offered an satisfaction survey and in addition to empirically measuring time to answer we ask customers about their perception of the call experience This report for April 2018 shows that 93% (44 took part) were satisfied or very satisfied with it.

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes

Council's charter outlines the protocols for responding to all forms of customer contact including telephone calls, letters, e-communications and personal callers Section 3 shows the measures and performance against them.

C064: FOI Response Monitoring	Assessor Acceptance:	Yes

Customers can make an FOI request by any channel and all must be responded to in 20 Days. This evidence shows how ABC abide by that standard and monitor and meet them, by measuring training, capacity and responsiveness.

5.1.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

Remote RP1 2022 The good range of standards remains in place across all contact channels for the timeliness of response. This ranges from simple enquiries to sensitive issues and high level requests through the freedom of information platform. All standards continue to be applied with equal commitment and drive to provide good customer experience and outcomes.

	Evidence Value:	Fully Met

5.1.2: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 252: L&R 252 - 5.1.2 - Exclusion appeals process	Assessor Acceptance:	Yes

Legal and Regulatory Support provide an appeals process where a parent, or the child themselves, wishes to challenge a decision taken by the Headteacher of a school to exclude the child from the school.

L&R 253: L&R 253 - 5.1.2 - Customer complaints	Assessor Acceptance:	Yes

As the owner of the Councils complaints process Legal and Regulatory Support are committed to resolving complaints, to the satisfaction of customers as early as possible in the process. Key to this process is the setting of comprehensive standards for all aspects of the quality of customer service.

L&R 254: L&R 254 - 5.1.2 - FOI	Assessor Acceptance:	Yes

Legal and Regulatory Support are committed to providing information to customers via Freedom of Information requests, within 20 working days.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes

The Customer Service Board has commissioned a quarterly survey of customers who visit our Customer Service Points in a conscious effort to ensure these largely non-digital users continue to receive a service that meets their needs. This evidence is the most recent report shows high quality standards

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

Every caller to the corporate CSC is offered an satisfaction survey and in addition to empirically measuring time to answer we ask customers about their perception of the quality of call experience This report for FQ4 16/17 shows that 93% (44 took part) were satisfied or very satisfied with it.

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes

The council's corporate customer service charter covers not only timeliness but also quality of service delivery AND continual improvement to try and improve quality as part of our culture. THis shows an extract from the CHarter scorecard.

5.1.2.1: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

Remote RP1 2022 All presented evidence has been updated to show the current standards that are in place to demonstrate a resolve to provide a quality service. It also highlights the commitment in providing a quality service with particularly demanding customer groups. However it is clear from other customer research such as satisfaction surveys, that quality is high on your agenda.

Evidence Value: Fully Met

5.2: Timely Outcomes

5.2.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR049: Corporate Complaints	Assessor Acceptance:	No

We publish information for the benefit of our customers and potential customers on our standards and timeliness of customer service in relation to Corporate Complaints.

LR050: Licensing Applications	Assessor Acceptance:	Yes

Our Licensing Team advise customers about the timescales for dealing for applications via letter and also via the application form which can be found on the Council website.

LR051: Elected Member Service	Assessor Acceptance:	Yes

At the start of our Councillors term of office we are clear with them about the quality of customer service that we provide and this is laid out in the handbook which is issued to them.

Corporate Evidence

C042: Easy read charter	Assessor Acceptance:	Yes

Customer Service points have standard and easy read posters showing the Customer Service Charter Standards and over 5,000 copies of the credit card sized Z card of the charter pledges have been handed out and are available at counters. This is a copy of the newly updated easy read poster.

C064: FOI Response Monitoring	Assessor Acceptance:	Yes

Customers considering making a Subject Access Request under FOI are inforned of the time scales and nature of the response they will receive both on the council website and on the acknowledgement send registering their request.

C090: Complaints Handling Procedure	Assessor Acceptance:	Yes

This is a copy of the council's Complaints Handling Procedure and at page 11 it details the timeliness element of what customers can expect when they make a complaint and the way in which their complaint should be handled, along with examples and templates to ensure quality of response.

5.2.1.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

Remote RP2 2020: It was agreed with the applicant that evidence at LR 49 be replaced with a document on anti social behaviour that was shown to and approved by the assessor. This better describes the processes in place about publishing promises on timeliness and quality of customer service. The information provided to licensees is provided in a variety of ways, including on application forms, personal letters and more generally on the website. The Members Handbook is comprehensive and the content is appreciated by recipients.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

	Evidence Value:	Fully Met

5.2.2: We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR146: Generic E-mail addresses and Inbox	Assessor Acceptance:	Yes

Legal and Regulatory Support have a number of generic e-mail addresses which simplify the ways in which our customer can contact us.

LR147: Procurement webpages	Assessor Acceptance:	Yes

Legal and Regulatory Support take into consideration the customer's individual needs at the first point of contact. For example, we have included relevant information and contact details within a single space for different groups of customs.

LR148: Complaints procedure	Assessor Acceptance:	Yes

Legal and Regulatory Support, ensure we identify the needs of those who wish to make a complaint at the first point of contact. To support the complaint process a 'pro forma' has been created, ensuring that all the necessary details are recorded consistently.

Corporate Evidence

C006: Website Accessibility Report and Guidance	Assessor Acceptance:	Yes

The Council's Web Team receives expert input from SOCITM (using specialist mystery shoppers), to ensure our website is as usable as possible on accessibility and navigabilitity,customers can find the information or person that they need.This evidence shows us passing Stages 1&2 of the national test

C041: Smart Assistant	Assessor Acceptance:	Yes

Smart Assistant is a new online aide which customers use to search for answers to their common council related questions, so removing the need to find an Appropriate Person, If it fails however it goes to experts in the back office to respond fully to and improve the signposting.

C078: CSC Contact Handling System	Assessor Acceptance:	Yes

The council has invested in an omnichannel contact management system that helps control contacts from 10 different channels and routes them to the appropriate agent with relevant expertise. If they cannot assist they make sure it goes an appropriate service officer who can deal with it.

5.2.2.1: We identify individual customer needs at the first point of contact with us

Remote RP3 2021 You continue to ensure that customer needs are identified at the first point of contact through a variety of access channels including, traditional methods but also the growing range of digital applications. You have reviewed procedures with e-mail access and developed a single point inbox which ensures close monitoring. You also analyse web page activity for both internal and external customers.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.2.2: and ensure that an appropriate person who can address the reason for contact deals with the customer.

Remote RP3 2021 All procedures are tightly controlled to ensure that the appropriate person can deal with enquiries. The wider range of access points have been systematically built to ensure that all enquiries are captured and dealt with. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.3: We promptly share customer information with colleagues and partners within our organisation whenever appropriate and can demonstrate how this has reduced unnecessary contact for customers.

Applicant Self Assessment:	Not Rated
Compliance to Standard:	Compliant

Active Evidence

LR149: Anti-social behaviour	Assessor Acceptance:	Yes

Legal and Regulatory Support are involved in an information sharing arrangement with partners who are part of the Anti-Social Behaviour sub groups.
Given the number of partners involved, an information sharing protocol was developed, thereby reducing unnecessary contact for customers.

LR150: Procurement	Assessor Acceptance:	Yes

On receipt of an expression of interest in conducting business with the Council, colleagues within procurement add the customer's details to a Register of Suppliers and confirm so via e-mail. This centrally located register is accessible for colleagues when sourcing goods and services.

LR151: Members Services Team calendar	Assessor Acceptance:	Yes

A central calendar called Member Services Team has been created, which allows staff to insert information, task etc. The Governance Team have access to this calendar, and can access the information which is included, ensuring the whole Team are appraised.

Corporate Evidence

C075: TellUs Once	Assessor Acceptance:	Yes

In 2012 the council implemented the "Tell Us Once Service" whereby information related to Registrars by customers about key life events is copied to council services. This stops customers having to call lots of different services at a difficult time. This new presentation gives an update on takeup.

C103: Minute of CSC- Reg. Services SLA Meeting 2017	Assessor Acceptance:	Yes

The CSC provides services on behalf of numerous council teams and in order to maintain clarity over mutual responsibilities and accountabilities they have documented SLAs and hold quarterly SLA review meetings. This is the minute from one Ops Working Gp in July 2018.

C123: Avoidable Contact Insight Analysis	Assessor Acceptance:	Yes

The council's new CRM system records avoidable contacts through failure of service and identifies for Services where the hotspots are so that they can address them. This in turn reduces needless contacts for customers.

5.2.3.1: We promptly share customer information with colleagues and partners within our organisation whenever appropriate

Remote RP3 2021 The procedures you have in place for sharing information are well embedded into your service delivery culture. Data sharing protocols are diligently followed in the sensitive areas such as anti social behaviour. You have also reviewed processes for procurement and introduced a type of 'one stop shop' approach, which has been appreciated by customers. Exchange of information with elected members, which sometimes can be very sensitive, is professionally handled.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.3.2: and can demonstrate how this has reduced unnecessary contact for customers.

Remote RP3 2021 You make every effort to ensure that unnecessary contact is avoided, through a variety of channels and procedures including the elected members calendar. Messages from customers, in all formats, are closely monitored to limit the repeat contact. A lot of assistance here is provided by the Customer Service Support team. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.4: Where service is not completed at the first point of contact we discuss with the customer the next steps and indicate the likely overall time to achieve outcomes.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR152: Election training	Assessor Acceptance:	Yes

In advance of the Scottish Parliamentary elections a training module was developed. Based on feedback further training materials were developed and delivered via a telephone training session

LR153: FOI Information	Assessor Acceptance:	Yes

When we receive requests under FOI legislation, we endeavour to provide the information within the statutory timescale of 20 working days. On the rare occasion when this is not completed we advise the customer of the delay and give a timescale of when they can expect the information to be provided.

LR154: Anti - social behaviour	Assessor Acceptance:	Yes

On receiving Anti-Social behaviour complaint, advice is provided which often includes maintaining a diary record and return after 10 days.
We are mindful that this approach does not suit all customers and we tailor each approach to reflect their individual circumstances.

Corporate Evidence

C017: Argyll and Bute Customer Service Charter	Assessor Acceptance:	Yes

The Corporate customer service charter details all of our response times for the major channels and these are used by all services and monitored via the Customer Service Scorecard.

C062: Corporate Approach to Complaints Mgt	Assessor Acceptance:	Yes

Our Complaints Process details the timescales for dealing with stage 1 and stage 2 complaints and these too are monitored on the customer service scorecard and reported back via the PPR and complaints web pages

C064: FOI Response Monitoring	Assessor Acceptance:	Yes

FOI SARs can rarely be completed at 1st point of contact so it is important that next steps and timescales are clear, so this evidence shows how we do that and how we monitor performance against what we promise.

5.2.4.1: Where service is not completed at the first point of contact we discuss with the customer the next steps

Remote RP3 2021 Although the commitment is to complete service delivery at the first point of contact, there are situations where this is not possible, particularly with anti social and FOI requests. Sound procedures are in place to ensure customers are made fully aware of the next steps. They are provided with a channel choice for follow up information, which are very user friendly.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.4.2: and indicate the likely overall time to achieve outcomes.

Remote RP3 2021 Tight controls are maintained on all follow up work, including the provision of timescales. Stakeholders, partners and customer comments during discussion with the assessor, indicated complete satisfaction in this area. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.5: We respond to initial enquiries promptly, if there is a delay we advise the customer and take action to rectify the problem.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR052: FOI information	Assessor Acceptance:	Yes

In relation to FOI requests we keep our customers updated and if there is to be any delay we will notify our customer and will engage with the relevant departments to ensure that the actions are carried out.

LR053: Licensing and Covid	Assessor Acceptance:	Yes

As a result of the Covid pandemic we advised our customers that there may be a delay in dealing with Licence applications. We did this via e-mail and website and put in place process which allowed us to still deal with applications.

LR054: Members' Casebook	Assessor Acceptance:	Yes

Our Casebook system for Members' enquiries is target driven in terms of timescale and we will advise Members and departments when the agreed timescales for response are not being met.

Corporate Evidence

C041: Smart Assistant	Assessor Acceptance:	Yes

Smart Asssitant allows us to respond to customers even out of hours and if it has to be remitted to an expert we use the learning to programme the system to be more successful next time, thus rectifying the failure. Success has grown from 18% to 29% in 6 months.

C078: CSC Contact Handling System	Assessor Acceptance:	Yes

The Customer Service Centre's Netcall Automatic Call Distribution Service is feature rich in ways to inform and assist customers when call volumes are causing delays, This includes in queue messaging, options to leave messages, etc. Assessor has had a demo of the real time web based console.

C113: Using CRM Customer Info For Proactive Engagement	Assessor Acceptance:	Yes

The council CRM holds comprehensive data on every customer in A&B and the reasons they have been in touch.We use those characteristics to send pro-active communications about service disruption and delays plus info about how and when we will fix the issues.

5.2.5.1: We respond to initial enquiries promptly,

Remote RP2 2020: You are committed to ensuring that customer enquiries are responded to promptly. The presented evidence shows several examples where a quick response is vital to maintaining good customer relations. This was particularly important during the Covid pandemic for licensing applications.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.2.5.2: if there is a delay we advise the customer and take action to rectify the problem.

Remote RP2 2020: In the early stages of the Covid pandemic several delays were anticipated, and addressed with subsequent interventions such as remote access and innovative home working arrangements by staff, including greater us of e-mail and appropriate guidance available on-line. The evidence on Freedom of Information provides good examples of responding to customers where delays are identified.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.3: Achieved Timely Delivery

5.3.1: We monitor our performance against standards for timeliness and quality of customer service and we take action if problems are identified.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

New Evidence

L&R 255: L&R 255 - 5.3.1 - Complaints Handiling	Assessor Acceptance:	Yes

Legal and Regulatory Support are committed to responding to and closing all Stage 1 complaints within 5 working days. This is set down in the Council's complaints procedures and is endorsed and acted upon by all officers.

L&R 256: L&R 256 - 5.3.1 - FOI & SARs	Assessor Acceptance:	Yes

When we receive requests under the Freedom of Information and Subject Access Request legislation, we endeavour to provide the information requested within the statutory timescale of 20 working days.

L&R 257: L&R 257 - 5.3.1 - Anti - social behaviour	Assessor Acceptance:	Yes

On receiving a complaint regarding Anti-Social Behaviour (ASB) we are committed to responding as soon as possible, usually by close of business that same day, failing that within 3 days. This standard is enshrined within our ASB call handling process.

Corporate Evidence

C005: Face to face Service Satisfaction Report	Assessor Acceptance:	Yes

The Customer Service Board has commissioned a quarterly survey of customers who visit our Customer Service Points in a conscious effort to ensure these largely non-digital users continue to receive a service that meets their needs.This evidence is the most recent report shows high quality standards

C009: CSC Telephone Satisfaction Survey 2018	Assessor Acceptance:	Yes

Every caller to the corporate CSC is offered an satisfaction survey and in addition to empirically measuring time to answer we ask customers about their perception of the call experience This report for FQ4 16/17 shows that 98% (68 took part) were satisfied or very satisfied with it.

C026: Leadership Commitment Strategic Customer Service Board	Assessor Acceptance:	Yes

Every Customer Service Board Reviews customer service performance against standards of timeliness and quality e.g. in the customer charter and where there are issues it directs remedial action. This minute is an example showing performance as a standing item for discussion at a senior level,

5.3.1.1: We monitor our performance against standards for timeliness

Remote RP1 2022 Performance against the standards for timeliness continue to be monitored thoroughly and systematically, through the Pyramid system. However you are prepared to analyse performance in other areas, less formally, such as results of exit polls. Overall your approach is thorough and systematic.

Evidence Value: **Fully Met**

5.3.1.2: and quality of customer service

Remote RP1 2022 Likewise the monitoring of performance against the quality standards is thorough and systematic. You encourage customer feedback through surveys but also during day-to-day engagement.

Evidence Value: **Fully Met**

5.3.1.3: and we take action if problems are identified.

Remote RP1 2022 The outcomes for both timeliness and the quality of customer service remain very important to all managers and staff. The example cited regarding a complaint about delay in an Anti - Social Behaviour case, shows the commitment to respond and resolve. Overall this element is fully compliant.

Evidence Value: **Fully Met**

5.3.2: We are meeting our current standards for timeliness and quality of customer service and we publicise our performance against these standards.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

LR055: Trading Standards Benchmarking	Assessor Acceptance:	Yes

Our Trading Standards team take part in a yearly benchmarking exercise with other Local Authorities and we publicise the information collated with APSE and also in the Pyramid system.

LR056: Procurement Survey	Assessor Acceptance:	Yes

Our Procurement Team carry out an annual customer survey and customer service levels are high. This information is shared via the Procurement Board.

LR057: FOI requests	Assessor Acceptance:	Yes

FOI requests have a 20 working day response target, and we report our performance to the Information Commissioner – shows that we are one of the top performing Local Authorities.

Corporate Evidence

C013: Departmental Reporting Against ABOIP Targets	Assessor Acceptance:	Yes

Every Department publishes a quarterly report of performance against standards required to meet targets on the ABOIP; both time, cost and quality. This example shows the huge range being achieved for D&I

C055: Performance Reporting to Customers	Assessor Acceptance:	Yes

We make it easy for customers to see our performance. We have set up a single page on the website where customers can view outcomes on all aspects of service delivery including customer services. There is also a comment on this page button that allows customer to give us feedback on what they see.

C132: Corporate Customer Service Scorecard	Assessor Acceptance:	Yes

Our corporate customer service scorecard shows performance against standards in 4 main dashboard including indicators for timeliness and quality rising or falling and has narratives explaining how the latter will be addressed. It is scrutinised by the Performance Committee of members

5.3.2.1: We are meeting our current standards for timeliness

Remote RP2 2020: Apart from some initial delays, due to the Covid pandemic, it is clear that a lot of effort is made to ensuring standards for timeliness are consistently met.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

5.3.2.2: and quality of customer service

Remote RP2 2020; The same commitment applies to the quality of customer service. The customer satisfaction in this area is obtained mainly from surveys, but is also obtained from day-to-day engagement, including complaints and compliments.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

5.3.2.3: and we publicise our performance against these standards.

Remote RP2 2020: Results of formal monitoring is logged through the pyramid system and published through the website and at local forums, such as community councils. Customer feedback and comment made to the assessor confirms satisfaction with the level of communication on service provision.
Remote RP3 2021 Not reviewed.
Remote RP1 2022 Not reviewed.

Evidence Value: **Fully Met**

5.3.3: Our performance in relation to timeliness and quality of service compares well with that of similar organisations.

Applicant Self Assessment: Not Rated

Compliance to Standard: Compliant

Active Evidence

| **LR155: Freedom of Information requests** | Assessor Acceptance: | Yes |

During 2020 94.5% of all FOI cases were responded to on time. This response rate was the third best compared to other Local Authorities in Scotland.

| **LR156: Ombudsman Information** | Assessor Acceptance: | Yes |

The number of complaints referred to the Ombudsman is an indicator that can tie in directly to the quality of service that is provided. Argyll and Bute performs well in comparison to other Local Authorities in terms of the numbers of complaints which are being upheld overall.

| **LR157: Trading Standards** | Assessor Acceptance: | Yes |

Colleagues from Trading Standards compare various performance measurements with that of similar organisations via a Performance network developed by the Association for Public Service Excellence.

Corporate Evidence

| **C107: SOCITM Feedback and Our Response** | Assessor Acceptance: | Yes |

The council subscribes to the national Socitm benchmark report on every council's website. This one for 2-17/18 shows us achieving the top mark possible and being one of only 4 councils in Scotland to do so..

| **C129: SPSO Complaints Stats 2017-18** | Assessor Acceptance: | Yes |

A key indicator of quality is of service is how few complaints are generated in the first place and then the quality of complaint handling by how few go to SPSO. This evidence shows only 25 complaints went to SPSO and only 2 upheld - amongst the lowest in Scotland

| **C136: Local Gvt Benchmarking Framework** | Assessor Acceptance: | Yes |

The council benchmarks its performance for SOA outcome indicators for a wide range of council services and the benchmark is against Scottish national standards - average of other Scottish councils. This evidence shows we have performed well for many time/quality indicators across a range of services

5.3.3.1: Our performance in relation to timeliness

Remote RP3 2021 You continue to make specific effort to benchmarking performance for both timeliness, and .....
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met

5.3.3.2: and quality of service compares well with that of similar organisations.

Remote RP3 2021 ... the quality of customer service against similar organisations. The outcomes in the areas highlighted show a very high rate of success. For example you are 3rd in the country with FOI requests and above national average for Trading Standards. The performance with complaints submitted to the Ombudsman also show you in good light. This element remains fully compliant.
Remote RP1 2022 Not reviewed.

Evidence Value: Fully Met