


6. CUSTOMER SERVICES REPORTS



The Community Technical Adviser informed the Board of the new reporting functions which can be retrieved from the Request for Service database and sought guidance from the Board on how to utilise the reports to gain the best value from them. The Board **decided**:

1. That the Board request a six-monthly report on Requests for Service in the Burwood/Pegasus wards.
2. That an annual report be produced including a comparison between all wards for the 12 most reported Requests for Service.
3. That the Community Technical Adviser monitor the monthly reports and advise the Board if any evident trends emerge.
4. That the Community Technical Adviser search each month for all outstanding Requests for Service logged by Board members and follow up where necessary and report on the resolution rate for requests.
5. That the Board use the statistics to formulate policy and request resource allocation from the Council.
6. That the Board receive comments from the appropriate Units on the Customer Service Request maps provided to the Board.
7. That the Customer Services Team be thanked for their innovative work.