

**HAVANT BOROUGH COUNCIL**

**COUNCIL**

**25 September 2019**

ITEM 11 – Replies to Questions Under Standing Order 23 Supplied after the Meeting

2.	<b>Cllr John Davis</b>	<b>Cllr Lulu Bowerman</b>	I find the Havant Council website difficult to use, even frustrating to find what you are looking for... Could you put the "Customer Services" Telephone number on the front page?	There is a 'contact us' button on the front page of the website which includes the customer services phone number. This 'contact us' button is also displayed on every web page on the Council's website.
3.	<b>Cllr John Davis</b>	<b>Cllr Lulu Bowerman</b>	Reference the Customer Services Telephone number... It has a number of menu's you have to go through before getting to the one you think is the correct one. Are they all necessary? Could they be reduced?	We are currently reviewing the Interactive Voice Response (IVR) for Customer Services so the number of layers within the IVR will be looked at. The work for this has started and we anticipate to have completed this within the next 2 months.

4.	<b>Cllr John Davis</b>	<b>Cllr Lulu Bowerman</b>	The Customer Services auto system did not recognise "Universal Credit". Could this be added to the recognition system and a redirect to the DWP telephone/website added?	This will be checked to see if this is in the 'key words' and can be added into the system.
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