

The department has historically used a number of routes to diagnose the situation where something has gone wrong for customers. In Summer 2019, the decision was taken to bring together this work into a new Customer Experience Directorate, with the intention of rationalising and improving current customer experience diagnostics in the department, and building on this with new processes, policies and governance to ensure cross-cutting organisational learning is taken forwards and embedded across the department.

The Customer Experience and Learning team, is responsible for driving the development of a learning culture by gathering and using data, insight and past learning to make Service Delivery more efficient and effective while improving the customer experience.