

Six month performance update reportCustomer Services – 2016/2017

Performance Measure – To work proactively to support the customer experience and reduce silo working	Baseline	Target	6 month update report
To harness and develop the role of the Customer Services Service Delivery Champion, to increase the awareness and knowledge of areas and expertise between the Customer Service Team and the services they are supporting		Develop 16/17 shadowing programme by 30 th June 2016	Incomplete *
To conduct service meetings with all Service Leads and partners to identify areas of improvement and anticipate and plan for future customer service needs		Bi-annually	1 st of 2 meetings completed May – July 2016.
To assist with the delivery of Phase 1 of the Transformation Programme		100% attendance at all project meetings and delivery of all allocated projects/tasks within agreed timescales (in accordance with the programme plan)	100% attendance at all project meetings. All projects led by Customer Services, on target to be delivered within programme timetable
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead)			
Notes: - * Work suspended due to lack of staff resource (sickness and vacancies) and higher priorities i.e. maintaining acceptable abandoned call rates during run up to referendum and taking over the ARP front of house service on 1st August 2016, however Customer Service Delivery Champions to spend half a day per week with their services week with effect from 31st October 2016			

Performance Measure – To help reduce failure demand across the organisation	Baseline	Target	6 month update report
Measure avoidable contact and present findings to members, Corporate Management team and Service Leads.		Sept 16 & Mar 17	Sept 16 report deferred to Dec 16.*
To review customer services web pages and FAQs for relevance and accuracy on a monthly basis		Monthly	Complete
To implement and embed the new policies for dealing with complaints, compliments and comments and unreasonably persistent complainants		1 st Sept 16	Complete
To present quarterly complaint reports to CMT. Reports to include lessons learnt and vexatious complainant data		Quarterly	1 st Report due December 2016
To scope a user friendly solution to encourage customers to provide constructive feedback on their experience of contacting/dealing with the Council		1 st Dec 16	On line feedback solution has been developed
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead)			

Notes: - * Avoidable contact is being measured, however report has been deferred to December 16 to allow resources to focus on the Transformation Programme.

Performance Measure – To develop the Customer Relationship Management System to respond to customer service enquiries effectively	Baseline	Target	6 month update report
To roll out and embed the new CRM Dashboard and the necessary training to all users		End of September 2016	Complete
To work in partnership with service representatives across the Council to identify improvement opportunities within the new CRM system.		Develop an improvement plan for 16/17 by 30 th September 2016	Complete
To scope development opportunities with Anglia Revenues Partnership to enable Customers to view their Council tax and Housing Benefit accounts on-line.		PID for CMT approval by 1 st December 2016	-
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead) Notes:-			

Performance Measure – To be accessible, responsive and flexible to Customer needs.	Baseline	Target	6 month update report
Monitor Service performance and provide quarterly service reports to Service Leads		Quarterly	Complete
To maintained monthly abandoned call rates to 10% of all calls offered via the Council's Telephone System.		10%	Abandoned call rates as follows April 9.8% May 8.0% June 12.3%* July 6.2% Aug 4.5% Sept 7.0
To produce a proposal to amalgamate the ECDC and ARP Customer Services teams and create one team where staff are experienced in all areas and could therefore multi-task.		1 st June 2016	Complete
To Scope “ self – service “ improvements and maximise the potential of the Council's reception area		By Jan 2017	-
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead) Notes: - * Increased abandoned call rates in June due to unplanned staff absence and increased calls relating to the referendum.			

Performance Measure – To maximise the commercial opportunities of the Council’s Websites.	Baseline	Target	6 month update report
To launch and promote the benefits of the new self service portal		30 th Nov 2016	On target to launch 7 th Nov 2016
To increase the annual percentage of self service contact by 5%.	4.88%	9.88%	-
To launch a new Council website with improved Navigation, with layout and content around the needs of the customer.		30 Nov 2016	On target to launch 7 th Nov 2016.
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead) Notes:-			

Performance Measure –to make a positive contribution to the health and wellbeing within our district.	Baseline	Target	6 month update report
Ensure all Customer Service Advisors receive Mental Health and Dementia awareness training.		By end of March 2017	-
To develop an action plan to enable Customer Services to promote the health and well-being agenda across the district.		By end of December 2016	-
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead) Notes:-			

Performance Measure – To support the continued professional development of Customer Services	Baseline	Target	6 month update report
Ensure all Customer Service Advisors and the CRM Web/Team receives adequate training on relevant ICT systems, policy, procedure, contact handling and dealing with difficult customers.		Ongoing	Complete - ARP have provided training on Housing Benefit processes and Systems.
100% of team meeting completed monthly.		100%	Complete
100% of staff one to ones completed four times per year.		100%	Complete
100% of appraisals completed annually and within the time frame set by HR		100%	Complete
Service awareness briefings for Member Champion		At least quarterly	Complete
(If there are outcomes with a 10% variance either positively or negatively then these are written in this section by the Service delivery Lead) Notes:-			

Service Delivery Champions to review six month performance report and write down their comments in the box below.

Name of Service Delivery Champion :- Councillor Jo Webber
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Comments:-

I am very proud of the whole Customer Services Team as it has been an exceptionally busy and challenging year for them. Customer Services continue to respond positively to change and despite recent changes in personnel work extremely well as a team and always strive to deliver high standards of customer service. The work that Annette and her web development team have delivered through the transformation programme, particularly the new revamped website, due to go live on 7th November is commendable. The introduction of the delivery service champions has worked well, although taking the time out to spend with the respective services can be difficult when the Team is short staffed. However, there have been many positive results so far including the improved turnaround time for Planning and Building copy requests, which since taking this over has reduced from a 20 to a 3 day turn around time.

Unpredictable customer contact volumes and unplanned staff absences has meant that three of their targets have not been met, however new target dates have already been set for outstanding work. The team have recently taken over the front of house Anglia Revenues Partnership service which will enable all staff to multi task and provide an improved customer experience for all customers visiting the Council's reception. Council Tax and Benefits queries can be complex, and it is essential that we ensure the CST receive the necessary support required from ARP.

The Team meet every month out of office hours to discuss what is working well and what can be done to improve the service further. Their willingness to attend meetings in their own time is admirable and can only benefit the Customers of East Cambridgeshire District Council.