

Customer Service Excellence – Stockton Position 2018

Criteria	Number of Elements	Number of Elements Fully Compliant	Compliance Plus
Customer Insight	11	11	<ol style="list-style-type: none"> <li>1. For our range of methods used to collect data about customers.</li> <li>2. For our Dementia hub, our work on 'Warm Homes, Healthy People', the Big Switch and Funky Feet.</li> <li>3. Our PSST campaign, Allensway Day Centre, the development of the Children's Hub, School meal menu's and for the increase in the Electoral Roll</li> </ol>
Culture of the Organisation	11	11	<ol style="list-style-type: none"> <li>4. Shaping a Brighter Future including staff involvement in development and deployment of SBF, focusing on staff as individuals rather than on their qualifications and the development of values based recruitment.</li> <li>5. Involvement in (and impact of) SBF.</li> <li>6. SBF processes, use of resource network, development of transformation team Information &amp; Access.</li> </ol>
Information and access	12	12	<ol style="list-style-type: none"> <li>7. The range of improvements notes - Branded templates developed for all services area to allow consistent publications to be produced locally.</li> <li>8. The degree of support provided for new start small businesses including access to premises and ongoing professional business support.</li> <li>9. The 'Big Picture' staff guide to help them give accurate information to customers, development of infographics for results of Residents' Perception Survey.</li> <li>10. Development of Children's Hub, work with commercial partners (eg Newcastle Building Society in Yarm Library), work with Citizens Advice Bureau, Back on Track and the range of town centre operations.</li> <li>11. Clarity of arrangements with partnerships listed above. Use of SLAs where necessary. Data sharing protocols where needed to smooth the customer journey.</li> </ol>
Delivery	13	13	<ol style="list-style-type: none"> <li>12. Improvements to service delivery through Smarter Working.</li> </ol>
Timeliness and quality of service	10	10	