

Progress Update – Customer First

Number	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 16/11/09	Assessment of progress (Categories 1-4) 16/11/09	Evidence of Progress 15/02/10	Assessment of progress (Categories 1-4) 15/02/10
1	Stockton-on-Tees Borough Council adopts the Cabinet Office's new Customer Service Excellence Standard corporately, replacing and building on the Customer First Stage 2 programme post-March 2009, following corporate completion of Customer First Stage 2.	D Hurwood/ K Hornsey/ J Robinson	Aug2010	<p>Desk-top assessment of corporate evidence complete – no concerns raised. Assessor will be checking that what we say is happening on paper is actually happening “on the ground” when he undertakes his on-site visits.</p> <p>Service assessment timetable has split all services over four assessment periods. The first set of services submitted evidence for desk-top assessment in Aug and on-site assessment took place end Sept. All services were assessed as meeting the required standard.</p> <p>The second set of services submitted evidence for desk-top assessment in October and their on-site assessment will take place at the end of Nov/early Dec.</p>	2 - On Track	<p>13 service blocks have been assessed to date, all have reached the required standard and 9 were fully compliant. Action plans are being developed to address the partial compliances. Now that all the services within Resources, DANS, PPC, Law & Democracy and Xentrall have been successfully assessed against the standard these Service Groupings can start to use the Customer Service Excellence logo on their stationery and publications.</p> <p>4 more service blocks have submitted evidence for desk-top assessment and their on-site assessment will take place mid-February. The two remaining service blocks are on schedule to complete by April 2010.</p> <p>This will be followed by a final assessment for the full corporate award, currently scheduled for June 2010.</p>	2 – On track

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5	<p>To assist customers presented with a voicemail message when contacting Council officers by telephone the existing service standards and guidance for the use of voicemail be enhanced and promoted, in particular:</p> <p>§ All voicemail messages include the officer's name, team or service details and extension number.</p> <p>§ The alternative voicemail message facility is used if the officer being contacted is out of the office on business for the day or away on holiday.</p> <p>§ Voicemail messages give an indication when the caller can expect to receive a response, or otherwise provide the caller with an alternative telephone contact officer and number.</p> <p>§ Targets for responding to voicemail messages are established.</p> <p>Furthermore, taking into account the above</p>	<p>K Hornsey</p> <p>D Hurwood</p> <p>J Robinson</p> <p>J Robinson / S Stoker K Hornsey/ J Robinson</p> <p>J Robinson</p>	<p>Dec08 - Jan09</p> <p>Feb09</p> <p>Start Feb09</p> <p>Jan09</p> <p>Ongoing</p> <p>April 09 and six-monthly thereafter</p>	<p>Pilot complete and feedback analysed. Some minor amendments made to initial proposals.</p> <p>Working with Nextira One to develop roll-out plan which will be recommended to CMT December 2009.</p> <p>Results of pilot suggest that roll out of changes will be more complex than originally envisaged, requiring re-programming and a review of use of hunt groups and pick-up groups to identify the optimum set-up for each team that uses a hunt group or pick-up group.</p> <p>Estimated completion dates:</p> <p>April 2010 for individual phones</p> <p>September 2010 for hunt/pick up groups.</p> <p>Mystery shopping exercises are continuing to monitor use of voicemail.</p>	<p>3 - Slipped</p>	<p>New voicemail standards and procedures presented to and approved by CMT December 2009.</p> <p>These have been published on the intranet.</p> <p>Roll out plan has been developed to ensure completion within timescales proposed last time (ie April 2010 for individual phones and September 2010 for hunt groups)</p> <p>New arrangements are already live in Xentrall, HR and Planning/building Control.</p> <p>Mystery shopping exercises are continuing to monitor use of voicemail</p>	<p>2 – On track</p>

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	recommendation, the use of voicemail be included in future mystery shopping exercises.						
7	A corporate staff suggestion scheme be implemented under the Customer Service Excellence scheme with awards presented for the best suggestions.	J Spittle	Dec 09 (proposals) June 10 (launch)	Some initial suggestions have now been agreed with the final approach likely to be a flexible scheme which Service Areas will be able to adapt to their particular circumstances. A report to CMT with a recommended way forward is planned for December.	2 - On Track	Report to CMT on 14 th December and agreement reached on both a corporate level and service level approach to staff suggestion and recognition schemes. The corporate scheme will be combined with the current customer excellence awards. The details of the schemes will be developed over the next 6 months.	2 – on track