

Progress Update – Customer First

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 15/02/10	Assessment of progress (Categories 1-4) 15/02/10	Evidence of Progress 17/05/10	Assessment of progress (Categories 1-4) 17/05/10
1	<p>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.</p>	<p>D Hurwood/ K Hornsey/ J Robinson</p>	<p>Aug10 (Indicative dates subject to discussion and agreement with appointed assessment body)</p>	<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>	<p>2 - On Track</p>	<p>All service blocks have been assessed and have reached the required standard. All services can now use the Customer Service Excellence logo.</p> <p>Final full corporate assessment taking place on 8th June 2010.</p> <p>Stockton Council will then be one of just 6 Councils nationally to hold Customer Service Excellence at a corporate level.</p>	<p>2 – On track</p>

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<p align="center">5</p>	<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: § All voicemail messages include the officer's name, team or service details and extension number. § 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. § 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. § Targets for responding to voicemail messages are established.</p> <p>Furthermore, taking into account the above recommendation, the use of voicemail be included in future mystery shopping exercises.</p>	<p align="center">K Hornsey D Hurwood J Robinson S Stoker</p>	<p align="center">Ongoing</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 align="center">2 - On Track</p>	<p>All service blocks have been presented with the new voicemail guidance. A Roll out plan is in place to ensure that recordings on all individual handsets are complete by the end of April 2010.</p> <p>Work on hunt groups and PA phones has begun so to meet September deadline.</p> <p>Information is available on the intranet and publicity has extended to regular monthly and weekly editions of KYIT.</p> <p>Mystery shopping exercises will continue throughout April to August to ensure compliance with the new guidance.</p>	<p align="center">2- On track</p>
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7	A corporate staff suggestion scheme be implemented under the Customer Service Excellence scheme with awards presented for the best suggestions.	J Spittle	June 10 (launch)	Report to CMT on 14th 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	Progress is being made on developing the scheme with the Staff Suggestion Scheme on track for completion by 30 th June 2010	2 – On Track
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