

Progress Update – Customer First

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 17/05/10	Assessment of progress (Categories 1-4) 17/05/10	Evidence of Progress 04/10/10	Assessment of progress (Categories 1-4) 04/10/10
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.	<p>D Hurwood</p> <p>K Hornsey/ J Robinson</p> <p>D Hurwood</p> <p>D Hurwood</p> <p>D Hurwood</p> <p>J Robinson</p> <p>K Hornsey/ J Robinson K Hornsey</p> <p>J Robinson & service reps</p>	<p>Nov08</p> <p>Dec08 – Mar09</p> <p>Jan09</p> <p>Mar09</p> <p>TBA</p> <p>Ongoing</p> <p>Mar09 – Aug10*</p> <p>May09* Jun09 – Aug10* Aug10*</p> <p>* Indicative dates subject to discussion and agreement with appointed assessment body)</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>	2 – On track	<p>Assessed as achieving full Customer Service Excellence Standard corporately on 8th June 2010, two months ahead of schedule.</p> <p>Celebration of achievement event held on 16.09.10.</p>	1 – Achieved Fully

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<p>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. Furthermore, taking</p>	<p>K Hornsey D Hurwood J Robinson J Robinson / S Stoker K Hornsey/ J Robinson J Robinson</p>	<p>Dec08 - Jan09 Feb09 Start Feb09 Jan09 Ongoing April 09 and six-monthly thereafter</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. Work on hunt groups and PA phones has begun so to meet September deadline. Information is available on the intranet and publicity has extended to regular monthly and weekly editions of KYIT. Mystery shopping exercises will continue throughout April to August to ensure compliance with the new guidance.</p>	<p>2- On track</p>	<p>Voicemail settings and recordings on individual handsets and for PA/Heads of Service telephony systems are now implemented and are being monitored through mystery shopping. There has been a delay implementing the new arrangements on 12 service specific hunt groups. We are working with Nextira One to resolve this. The changes require a technology upgrade which is currently scheduled to be installed in October 2010. Anticipated new completion date December 2010.</p>	<p>3 - Slipped</p>
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	into account the above recommendation, the use of voicemail be included in future mystery shopping exercises.						
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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.	TBC	TBC	Progress is being made on developing the scheme with the Staff Suggestion Scheme on track for completion by 30th June 2010	2 – On Track	"Bright Ideas" staff suggestion scheme launched 1 st July 2010	1 – Achieved Fully
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