

## Customer Focus Action Plan

<u>Action</u>		<u>Target Date</u>	<u>Responsible Officer</u>
1. A Customer Liaison Team to be created to own and improve the handling of the Council's comments and complaints		Apr-08	J Tavener
Job Description Evaluation		Oct-07	J Tavener
Recruitment and commencement of role		Jan-08	J Tavener
Review to include:		Mar-08	J Tavener
Policy,			
Procedure of comments and complaints - including identifying complaints			
Customer feedback and follow-up areas			
Identification of services/improvements for concern			
Develop new procedures for handling comments and complaints.		Apr-08	J Tavener
This will be informed through consultation with members and other stakeholders			
Communication of new comments and complaints procedure		Apr-08	J Tavener
2. Govmetrics			
Business Case to procure system (approved by ICE program board April 07)	Approved	Jun-07	J Tavener
Commencement of Project/Contracts signed		Jun-07	J Tavener/M Edwards
Project to be completed		Nov-07	J Tavener/M Edwards
3. Call Recording			
Capital Growth Bid submitted Sept 05 to procure call recording software		Feb-06	J Tavener
Procurement exercise commenced, this included:			J Tavener
Product demonstrations, site visits, consultations and customer references		April 2006-Sept 2006	J Tavener
Product selected		Oct-06	J Tavener
Product commenced		Nov 06-May 2007	J Tavener
Call recording policy was created		Jan-07	J Tavener
Consultation with staff and Union		Mar-07	J Tavener
Agreed by LJCC		Apr-07	J Tavener
Agreed by PLA		May-07	J Tavener
Call recording policy commenced		Oct-07	J Tavener

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4. Agree with Customer Services' Managers' Forum to include an E.I.A within the work plan	Nov-07	CSMF
5. Values Framework		
Measure failure in the form of misplaced contacts to all organisations by service type	Dec-07	J Tavener
Demonstrate professional customer service standards at agreed strategic and tactical levels	Dec-07	J Tavener
Maximise first point of contact resolution for customers, wherever situated in the organisation	Dec-07	J Tavener
Commence completion of a quarterly spreadsheet to measure high level volume and cost by service	Dec-07	J Tavener
Ensure that services are delivered with fairness, equality and accountability to all customers	Apr-08	J Tavener

Update

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