CUSTOMER CONTACT REVIEW – ACTION PLAN IN RESPONSE TO RECOMMENDATIONS

Key for Improvement Plan – Green = complete or on target; Amber = Some slippage, need to monitor; Red = failed or serious slippage

Ref.	Improvement or Change Objective	Status	Actions	Completion Date	Link to relevant PI / Outcome	Lead Officers	Other Services directly affected in terms of input?	Additional Resources?	Progress Update – 7 July 2011
Service Objective:									
1	That the reception area at South Cambridgeshire Hall is (a) Equipped to cater for visitors accompanied by small children and (b) Upgraded to create a quieter and less draughty environment, with access to privacy where desirable or requested	G	(a) Install play equipment for visitors accompanied by small children (b) Review reception layout and privacy arrangements, bringing forward project plan for improvements	(a) June 11 (b) Sept 11	Reception satisfaction indicators	Rachael Fox	All, specifically Corporate Services (revenues and benefits), H&ES, Affordable Homes, Planning and New Communities (Development Control)	Subject to recommendations	(a) Complete (b) Initial project work underway
2	That consideration is given to providing joint customer care training for Members and officers	G	Customer service group to take a view on Member involvement in the second tranche of 'What a Performance' customer service workshops	Oct 2011	Attainment of Member Development Charter	Richard May	All	May require recharge to Members' training budget	First tranche workshops underway

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3	That a system is developed for using text messages to send payment reminders to those who request it	G	Explore feasibility of providing this service	Oct 2011	Payment % PIs	Paul Knight	Revenues and Benefits	Potentially, subject to outcome of feasibility study but may be cost effective if collection process is enhanced	
4	That research is conducted into the use of applications for smartphones such as 'My Council Services'	G	As recommendation	Dec 2011		Paul Knight	Potentially all	Research can be completed within existing resources Development of applications may require resources, subject to research outcomes	
5	That the Council considers producing a full range of easy-to-read booklets on SCDC's services for display on reception and via parish councils, libraries, local access points and other outlets	G	Investigate as part of corporate project reviewing customer service standards	Jan 2012	Reception customer satisfaction Pis	Richard May	All	Potentially yes (printing and distribution)	