

Appendix 1 – Self-assessment overview

Customer Service Excellence Standard Self Assessment														
Meeting Requirement														
Key	Affordable Housing	Finance		Health & Environmental Services				Planning & Sustainable Communities				New Communities		
100%	Affordable Housing	Benefits	Revenues	Food Safety	Licensing	Pest Control	Waste Management & Recycling	Building Control	Conservation	Development Control	Planning Policy	Community Engagement	Cultural Services	Major Developments
>50%														
<50%														
0%														
1 Customer Insight														
1.1 Customer Identification														
1.1.1	<50%	>50%	>50%	>50%	>50%	>50%	100%	>50%	<50%	100%	>50%	>50%	<50%	0%
1.1.2	<50%	>50%	>50%	>50%	>50%	>50%	100%	<50%	<50%	>50%	>50%	>50%	<50%	<50%
1.1.3	<50%	>50%	>50%	100%	100%	100%	100%	0%	0%	>50%	>50%	100%	<50%	<50%
1.2 Engagement & Consultation														
1.2.1	<50%	>50%	>50%	100%	100%	100%	100%	<50%	<50%	>50%	>50%	100%	<50%	<50%
1.2.2	>50%	>50%	>50%	>50%	>50%	>50%	>50%	<50%	<50%	>50%	>50%	100%	<50%	0%
1.2.3	<50%	>50%	<50%	100%	100%	100%	100%	<50%	<50%	<50%	>50%	100%	<50%	0%
1.3 Customer Satisfaction														
1.3.1	>50%	100%	>50%	100%	100%	100%	100%	<50%	<50%	>50%	0%	<50%	<50%	0%
1.3.2	<50%	100%	<50%	100%	100%	100%	100%	0%	<50%	>50%	0%	0%	0%	0%
1.3.3	<50%	100%	>50%	>50%	<50%	100%	100%	<50%	<50%	>50%	0%	100%	<50%	0%
1.3.4	<50%	100%	>50%	<50%	<50%	<50%	<50%	<50%	<50%	100%	0%	100%	<50%	<50%
1.3.5	<50%	100%	>50%	100%	>50%	>50%	100%	<50%	<50%	>50%	0%	100%	<50%	<50%
2 The Culture of the Organisation														
2.1 Leadership, Policy & Culture														
2.1.1	100%	100%	100%	100%	100%	100%	100%	>50%	>50%	100%	>50%	<50%	<50%	<50%
2.1.2	>50%	100%	>50%	100%	100%	100%	100%	>50%	<50%	>50%	>50%	0%	0%	<50%
2.1.3	>50%	100%	100%	100%	100%	100%	100%	<50%	>50%	>50%	>50%	>50%	<50%	<50%
2.1.4	>50%	100%	>50%	<50%	100%	<50%	100%	<50%	>50%	>50%	<50%	<50%	<50%	<50%
2.1.5	100%	<50%	100%	>50%	100%	>50%	<50%	>50%	<50%	100%	>50%	<50%	<50%	<50%
2.1.6	>50%	100%	100%	100%	100%	100%	100%	>50%	>50%	>50%	>50%	<50%	<50%	<50%
2.2 Staff Professionalism & Attitude														
2.2.1	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	<50%	<50%	100%
2.2.2	100%	100%	100%	100%	100%	100%	100%	>50%	>50%	100%	100%	100%	<50%	>50%
2.2.3	>50%	100%	100%	100%	100%	100%	100%	>50%	<50%	>50%	0%	0%	<50%	>50%
2.2.4	>50%	100%	100%	>50%	>50%	>50%	>50%	<50%	<50%	<50%	<50%	<50%	<50%	<50%
2.2.5	>50%	100%	100%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	<50%	<50%	<50%

3 Information & Access														
3.1 Range of Information														
3.1.1	>50%	100%	100%	>50%	>50%	>50%	>50%	100%	>50%	100%	100%	<50%	<50%	>50%
3.1.2	100%	100%	100%	>50%	100%	100%	100%	100%	<50%	100%	100%	<50%	>50%	>50%
3.2 Quality of Information														
3.2.1	>50%	>50%	>50%	100%	100%	100%	100%	>50%	<50%	>50%	>50%	<50%	>50%	<50%
3.2.2	>50%	100%	100%	<50%	100%	>50%	>50%	<50%	>50%	>50%	>50%	>50%	<50%	0%
3.2.3	>50%	>50%	100%	<50%	>50%	<50%	<50%	>50%	>50%	>50%	>50%	>50%	<50%	<50%
3.2.4	>50%	100%	100%	>50%	>50%	>50%	>50%	<50%	>50%	>50%	100%	<50%	<50%	>50%
3.3 Access														
3.3.1	>50%	>50%	100%	100%	100%	100%	100%	>50%	<50%	>50%	100%	<50%	<50%	100%
3.3.2	<50%	0%	0%	100%	100%	100%	100%	<50%	0%	<50%	>50%	0%	<50%	<50%
3.3.3	100%	100%	100%	0%	0%	0%	0%	100%	>50%	100%	100%	>50%	>50%	100%
3.4 Cooperative working with other providers, partners & communities														
3.4.1	>50%	0%	>50%	100%	>50%	>50%	100%	<50%	<50%	>50%	100%	<50%	>50%	>50%
3.4.2	<50%	0%	>50%	100%	>50%	>50%	100%	<50%	<50%	>50%	>50%	<50%	>50%	>50%
3.4.3	>50%	0%	0%	<50%	100%	<50%	100%	<50%	>50%	>50%	>50%	>50%	>50%	>50%
4 Delivery														
4.1 Delivery Standards														
4.1.1	100%	100%	100%	100%	100%	100%	100%	>50%	100%	100%	100%	>50%	<50%	100%
4.1.1	>50%	100%	100%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	0%	<50%	<50%	>50%
4.1.3	<50%	100%	100%	>50%	100%	>50%	100%	<50%	<50%	>50%	0%	<50%	<50%	0%
4.2 Achieved Delivery & Outcomes														
4.2.1	<50%	100%	100%	<50%	100%	>50%	>50%	>50%	<50%	>50%	>50%	<50%	>50%	<50%
4.2.2	>50%	<50%	>50%	100%	100%	100%	100%	<50%	<50%	>50%	0%	<50%	>50%	<50%
4.2.3	<50%	0%	100%	100%	100%	100%	100%	>50%	<50%	<50%	100%	0%	<50%	>50%
4.2.4	>50%	0%	0%	<50%	>50%	<50%	100%	<50%	<50%	<50%	>50%	<50%	>50%	100%
4.3 Deal effectively with problems														
4.3.1	<50%	<50%	<50%	>50%	>50%	>50%	>50%	<50%	<50%	<50%	<50%	0%	<50%	>50%
4.3.2	100%	100%	100%	100%	100%	100%	100%	>50%	>50%	100%	>50%	>50%	<50%	>50%
4.3.3	<50%	100%	100%	<50%	<50%	<50%	<50%	>50%	<50%	>50%	>50%	<50%	<50%	<50%
4.3.4	<50%	100%	100%	<50%	<50%	<50%	<50%	<50%	>50%	<50%	>50%	<50%	>50%	<50%
4.3.5	>50%	100%	100%	<50%	<50%	<50%	<50%	<50%	<50%	<50%	0%	<50%	<50%	0%
4.3.6	>50%	100%	100%	<50%	<50%	<50%	<50%	<50%	>50%	>50%	>50%	<50%	<50%	<50%
5 Timeliness & Quality of Services														
5.1 Standards for timeliness & quality														
5.1.1	>50%	100%	100%	100%	100%	100%	100%	>50%	>50%	100%	>50%	>50%	<50%	<50%
5.1.2	>50%	100%	100%	100%	100%	100%	100%	<50%	>50%	>50%	>50%	>50%	<50%	<50%
5.2 Timly Outcomes														
5.2.1	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	>50%	<50%	<50%
5.2.2	100%	100%	>50%	<50%	100%	100%	>50%	>50%	100%	>50%	100%	<50%	>50%	>50%
5.2.3	<50%	100%	>50%	>50%	100%	>50%	>50%	<50%	<50%	>50%	>50%	>50%	<50%	<50%
5.2.4	>50%	100%	100%	<50%	>50%	100%	>50%	<50%	>50%	>50%	>50%	<50%	<50%	>50%
5.2.5	>50%	100%	100%	<50%	100%	100%	>50%	>50%	>50%	>50%	100%	>50%	<50%	<50%
5.3 Achieved Time Delivery														
5.3.1	>50%	100%	<50%	>50%	>50%	100%	100%	>50%	>50%	>50%	0%	<50%	<50%	<50%
5.3.2	>50%	<50%	<50%	>50%	>50%	100%	100%	>50%	>50%	>50%	0%	<50%	<50%	<50%
5.3.3	>50%	100%	100%	>50%	>50%	>50%	100%	>50%	>50%	<50%	0%	<50%	<50%	<50%