

CUSTOMER FIRST

How will we get there? – key objectives for delivery of the priority

The priority theme will be managed through a number of key objectives, each of which will have a detailed action plan supporting delivery. This section sets out the high level objectives together with a clear statement about what we want to achieve and the difference it will make to our community.

WHAT WE WANT TO ACHIEVE	WHAT WE WILL DO	WHAT DIFFERENCE IT WILL MAKE	CONTRIBUTION TO SUSTAINABLE COMMUNITY STRATEGY THEME (SCS) AND LOCAL AREA AGREEMENT TARGETS
A culture where the customer is at the heart of everything we do	<ul style="list-style-type: none">▪ Implement an internal training and development programme for all staff to focus on customer service and 'customer first' in 2009/10▪ Incorporate personal objectives into our review process that relate to customer service and satisfaction in 2009/10▪ Implement a programme of excellence and achieve accreditation of Customer Service Excellence Standard throughout the Council. This will be piloted in Customer Services & Tenancy Services by 2011▪ Introduce a programme of 'mystery shopping' throughout the organisation in 2009/10; improve our understanding of	<ul style="list-style-type: none">• We have learnt and understood what our customers want from us.• Our people consider customers needs first when making decisions.• We consider customer feedback in development reviews of teams and individuals.• Celebration of good service.• Elimination of poor service	Contributes to LAA theme – "Promote social cohesion" NI004 People who feel they can influence decisions in their locality

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	customer needs and reinforce 'every call is a customer'		
Understanding our customers and their needs – now and in the future	<ul style="list-style-type: none"> • Utilise 'lean' systems thinking to drive service improvements across the Council (starting with revenues and benefits and housing repairs) by 2011/12. • Develop improved compliments/complaints/ comments process to enable customers share their experience of services • Improve consultation process (in accordance with consultation toolkit) with customers and establish a customer panel for South Kesteven by 2010. • Identify customer needs in order that they can access a range of Council and other public sector services 	<ul style="list-style-type: none"> ▪ Customers can tell us what they think easily ▪ We deliver improved services focused on what is important to local people ▪ We can demonstrate that we are delivering value for money • Customers can access multi services through one access channel 	<p>Contributes to LAA theme –“Promote social cohesion” and “good connections between people, services, communities and places”</p> <p>NI:004 People who feel they can influence decisions in their locality</p>
Get it "Right First Time!"	<ul style="list-style-type: none"> • Develop a programme to capture and measure 'avoidable contact' across all services; incorporate actions to report, measure and reduce multiple unnecessary contacts within 	<ul style="list-style-type: none"> ▪ Customers receive a more efficient service, and have greater confidence in us ▪ We build our reputation as a 'quality' 	<p>Contributes to SCS theme “good connections between people, services, communities and places”</p>

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	<p>each area's service plan by 2009/10</p> <ul style="list-style-type: none"> • Implement improvements to the process for reporting change of circumstances "tell us once" by 2009/10 • Ensure all publications comply with 'Plain English' and ensure communications are checked by customers in 20010/11 	<p>organisation' that delivers value for money</p>	
Make it easy and convenient for customers to access our services	<ul style="list-style-type: none"> • Develop 'fit for purpose' joint customer access arrangements with partners (including the County Council) in Bourne and Stamford, with a view to introduction of joint working by 2010 • Introduce a quality customer experience at all customer services centres by 2011 • Introduce a programme of additional self-service access points (info-point touch screens/PC's) at specific locations across the district by 2010/11 • Review opening hours at Customer service locations based on assessment of 	<ul style="list-style-type: none"> ▪ Customers will have a choice of ways in which to do business with the Council ▪ Single level of customer service irrespective of the access channel 	Contributes to SCS theme "good connections between people, services, communities and places"

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	<p>customer needs; incorporate changes as appropriate in 2009</p> <ul style="list-style-type: none"> • Update & improve the accessibility of online transactions and information and increase the number of self serve options through 2009/10 		