

Customer Service Team – forward plan actions

Ref	Action	Details	Status
1	Twin Stream Bin Rollout	<ul style="list-style-type: none"> • Fortnightly meetings between Lincolnshire County Council (LCC) and South Kesteven District Council (SKDC) project team. • Delivered to locations to be updated on the website – weekly. • Resource for resident enquiries is being discussed at each meeting. The current position is: <ul style="list-style-type: none"> ○ LCC Team are responding to email contact and telephone calls. ○ SKDC Officers will be providing support for any overflow of calls as needed. These will be monitored by SKDC Management Team. ○ SKDC Officers will also be handling all face-to-face enquiries and as a result, all CSAs will come in contact with customers over these 6 months regarding purple lidded bins, so it is imperative they are all trained. ○ All CSAs have received calendar invitations for key dates as to when bins will start to be delivered and contaminations rejected etc. ○ Additional resource has been sourced from current vacancies within the team and recruitment will take place during November/December 2023. 	WC 16 October to Mid-April 2023
2	Garden Waste Collections (2024)	<ul style="list-style-type: none"> • Project team for all pre-activities has been set up and are meeting weekly. • Clarification is needed regarding fees and charges as there could be impact on customer interactions. • Staff training taking place from 8 January 2024. • Renewals from 5 February 2024. 	WC 16 October
3	Replacement of Customer Service document management system	<ul style="list-style-type: none"> • The current document management system is being replaced. • A project team has been formed with the Performance and Change Improvement Lead representing Customer Service and various service areas who use the existing system. 	Completion by 31 March 2024

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		<ul style="list-style-type: none"> Internal forms and document management data capture is being reviewed and new forms and processes are being created / tested in readiness for Go live. 	
4	Customer Service Centre – move to new location (Unit 1, The Picture House)	<ul style="list-style-type: none"> Cabinet approved the relocation of the Customer Service Centre (CSC) on 7 November 2023 to Unit 1 The Picture House. The Head of Service (Revenues, Benefits, Customer and Community Engagement) is Client Lead for the project. 	
5	Launch of Citizens Access portal (Revenues – Council Tax) – Phase 1	<ul style="list-style-type: none"> Launch will include creating an account, general enquiries to the Revenues Team, setting up a direct debit, setting up a single person discount and viewing bills, reminders, and summonses. Demonstration of the portal to Communities Portfolio Holder, Councillor Rayside – WC 16 October. Liaison with Comms Team for Member awareness and external comms is already taking place. Project lead will undertake work from the portal for the first month, to create working processes for Revenues staff. Sign-up by SKDC staff has reached 15.57% - if this was an indication of resident sign up across all households, this would be circa 10,500 residents. 	Complete 1 November 2023
6	Review of new website	<ul style="list-style-type: none"> Following the successful launch of the new website, there will be project to live follow-up meetings taking place – weekly Review of feedback provided by visitors to the site – this will include: <ul style="list-style-type: none"> ➤ Direct liaison with service areas where review / improvement is required; ➤ Feedback to site visitor (where contact details have been left); and 	WC 30 October 2023 Go Live

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		<ul style="list-style-type: none"> ➤ Customer Service to review all general feedback to determine where improvements can be made. • Analytics of visitors to take place with feedback to service areas (this is linked to the Customer Experience Strategy Work Group – see action 9). 	
7	Virtual Operator Service	<ul style="list-style-type: none"> • Discussions with service areas for key words have taken place and these have been issued to the provider. • Testing is being undertaken, to ensure: <ul style="list-style-type: none"> ➤ Calls are routed to the correct officer / service area; ➤ Pre-recorded messages are correctly referenced; and ➤ Where call can not be routed (due to key word not being used or VO not being able to decipher), appropriate actions are taken. • Communications have been issued to all staff. • Awareness and retraining of staff will take place to manage a new way of working for 'off-line' switchboard contact. • Service areas will need to consider changes to their correspondence with customers and web pages – once live, to include the key word needed in all correspondence being issued to ensure they are routed to the correct location (this is linked to the Customer Experience Strategy Work Group – see action 9). • Customer Service will undertake an annual review of telephony demand and service staffing. 	<p>Complete</p> <p>30 November 2023</p> <p>Go Live</p>
8	Launch of Citizens Access portal (Revenues – Council Tax) – Phase	<ul style="list-style-type: none"> • Launch will include residents being able to advise of moving home – in and out of the districts, as well as within. 	WC 4 December 2023

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	2: Moves in, out and within the District	<ul style="list-style-type: none"> • This will take place between 4 December 2023 and 12 January 2024 • Demonstration to be provided to portfolio holder, Councillor Rayside ahead of launch. • Liaison with Communications Team for Member and staff awareness along with external communications to promote the launch. • Project lead will complete work from the portal for the first month, to create working processes for Revenues staff. • Annual and daily Council Tax bills will be amended to include the weblink for the portal. Promotion of the portal will be clear on all documentation (telephone number, and general contact will remain but as secondary methods). 	Go Live
9	Customer Experience Strategy Review	<ul style="list-style-type: none"> • Internal working group to be in place from January 2024 and will be led by the Head of Service (Revenues, Benefits Customer and Community). • There will be a clear emphasis on the need for a co-ordinated approach to customer insight, which ensures feedback and learning from all customer contacts. • Intention will be to consider all of the following (and anything else raised), for the production of a strategy to be taken through committee process for approval by December 2024. • Proposed actions for the working group will be: <ul style="list-style-type: none"> ➤ Next steps document (review of the current CE Strategy produced by the Customer Service Management Team) to be shared with the working group. • Areas for consideration within the strategy could be: <ul style="list-style-type: none"> ➤ Review of access channels – are they fit for purpose?. ➤ Consideration of engagement with vulnerable and potentially excluded service users to ensure equal access to services and connect with the most appropriate support. 	2 January 2024

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		<ul style="list-style-type: none"> ➤ Review the data – what is it showing us, are our channels suitable for the interactions received?. ➤ Review complaints and feedback – panel of officers to be agreed to review and monitor – to determine resolutions and whether they need to be considered by this group. ➤ Proactive use of the new website (such as analytics, review of customer travel, satisfaction monitoring and linking other contact to whether the website could have been utilised – if not, why). ➤ Understanding the impact of the introduction of Citizens Access Revenues, the Tenant Portal, and other online portals. ➤ Consider a review of the different levels of customer service support available for all other service areas (not already in place) and for options to be put forward for centralisation. ➤ Review Tiers 2 and 3 offer across service areas with high volume of back-office functions. ➤ Introduction of high performing service standards to be agreed for all service areas for customer care, customer contact, delivery of services and complaints across the organisation. ➤ Introduction of a Service Level Agreement (SLA) – Customer Service Team. ➤ Introduction of a Service Level Agreement – Service areas. ➤ Benchmarking of other Councils service standards. • It would be proposed the group continue to meet on a regular basis once the new strategy has been approved and implement, to monitor customer experience to ensure feedback and learning is used. 	
8	Launch of Citizens Access portal (Revenues – Council Tax) – Phase	<ul style="list-style-type: none"> • Launch will include residents being able to report more complex changes for student discounts / exemptions and severe mental impairment (SMI) exemption. 	WC 22 January 2024

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	3: Students and Severely Mentally Impaired – reporting and forms	<ul style="list-style-type: none"> • Liaison with Communications Team for Member and staff awareness along with external communications to promote the launch. • Project lead will complete work from the portal for the first month, to create working processes for Revenues staff. • Annual and daily Council Tax bills will be amended to include the weblink for the portal. Promotion of the portal will be clear on all documentation (telephone number, and general contact will remain but as secondary methods). 	Go Live