

Customer Service Activity	Key Dates	Nov	Dec	Jan	Feb	Mar	Expected Customer Interactions
Garden Waste preparation for 2024 collection	19 October 2023 to 18 January 2024	Y	Y	Y			Dependent upon actions taken Activities do require involvement 3 FTE from the Customer Service Management Team
Twin Stream deliveries	6 November 2023 to 5 January 2024	Y	Y	Y			All households – 66,870 Contact is being managed with SFTE support from Lincolnshire County Council As of 20 November, a total of 430 calls had been received Detailed update was provided at the 20 November 2023 Council meeting
Council Meeting – Twin Stream update	20 November 2023	Y	Y				All households – 66,870 Media and resident interested could be heightened
Garden Waste (2023) closure	27 November 2023	Y	Y	Y			36,000 households Ongoing enquiries regarding closure and new scheme renewal
Virtual Operator Go live	30 November 2023		Y				All customers contacting the Council Change to customer interaction process

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							Management if new ways of working, responding to any initial issues
Council Tax Self Service Portal – Phase 2 (Moves)	4 December 2023		Y				All households – 66,870 Training CSAs on new portal and how to support customers to set up accounts and use the portal
Council Tax reminders and summonses	11 December 2023		Y				Estimated 2,030 council tax residents
First tagging of recycling silver bins	8 January 2024			Y			All households – 66,870 Whilst the bins will not be rejected, they will be tagged to advise of contamination Increase in calls to query why bin was tagged and impact this will have
Letters to be issued to all SKDC tenants with new rent reference (for new housing system implementation)				Y			SKDC Tenants – 6,500 Query regarding letters – why is rent reference changing, actions to be taken
Letters to be issued to all properties with charges for leaseholders, shared ownership and ground rent with new rent reference (for new housing system implementation)				Y			All households – 500 Query regarding letters – why is rent reference changing, actions to be taken

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New Housing System Training	8 to 15 January 2024			Y			Training – reduced CSA presence – potential reduction in call handling and customer response times All 19 CSAs to be trained
Garden Waste (2024 collections) training for CSAs	8 to 22 January 2024			Y			Training – reduced CSA presence – potential reduction in call handling and customer response times All 19 CSAs to be trained
Council Tax reminders and summonses	15 January 2024			Y			Estimated 1,892 council tax residents
Garden Waste (2024) fees and charges – Cabinet	18 January 2024			Y	Y	Y	All households – 66,870 This is fully dependant on the cost of the second and subsequent stickers.
Garden Waste (2024) fees and charges – Council	18 January 2024			Y	Y	Y	All households – 66,870 This is fully dependant on the cost of the second and subsequent stickers.
QL Housing System Go Live date	22 January 2024			Y			SKDC Tenants – 6,500 Use of new system, extended call time whilst navigating new system in a live environment

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QL Housing System – receipt of payments – new rent reference to be used	22 January 2024			Y			SKDC Tenants – 6,500 If tenant does not make payments using new rent reference, the payment will not be allocated correctly, resulting in back office intervention by Finance If customer contacts, this could create confusion
Council Tax Self Service Portal – Phase 3 (Student form / Severely Mentally Impaired form)	22 January 2024			Y			All households – 66,870 Training CSAs on new portal and how to support customers to set up accounts and use the portal
Garden Waste (2024 collections) induction and training for casual advisers	22 January to 2 February 2024			Y	Y		Training – reduced CSA presence All 19 CSAs to be trained
New Customer Service document management system training and user familiarisation	1 February to 31 March 2024				Y	Y	Training – reduced CSA presence – potential reduction in call handling and customer response times All 19 CSAs to be trained
New Revenues and Benefits document management system training	5 February to 15 February 2024				Y		Training – reduced CSA presence – potential reduction in call handling and customer response times All 19 CSAs to be trained

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First paper and card rejection	5 February 2024				Y		All households – 66,870 Increase in calls to query why bin was rejected and impact this will have These bins will not be collected if contamination removed – collection will be on next round
Council Tax reminders and summonses	5 February 2024				Y		Estimated 3,045 council tax residents
Garden Waste scheme (2024) opens	5 February 2024 to Mid-March 2024				Y	Y	3,500 households Letters sent to all households (with no email) for card and cheque payers There is potential this could increase depending on the cost for the second and subsequent stickers
	5 February 2024 to Mid-March 2024				Y	Y	23,000 households Emails sent to all households with email address Contact is likely, regarding amendments to direct debit details

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							There is potential this could increase depending on the cost for the second and subsequent stickers
Council Tax Self Service Portal – Phase 4 (Death Notifications)	14 February 2024				Y		All households – 66,870 Training CSAs on new portal and how to support customers to set up accounts and use the portal
First silver bin rejections	19 February to 1 March 2024				Y	Y	All households – 66,870 Increase in calls to query why bin was rejected and impact this will have These bins will not be collected if contamination removed – collection will be on next round
Second paper and card rejection	4 March 2024					Y	All households – 66,870 Potential this could be the second rejection for the same household (first will have been WC 5 February) Increase in calls to query why bin was rejected and impact this will have These bins will not be collected if contamination removed – collection will be on next round

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Rent increase letters to be received for SKDC tenants	4 March 2024					Y	SKDC Tenants – 6,500 General enquiries regarding amount to pay, setting up direct debits, support requests
Council Tax Bills to be received for all households	13 March 2024					Y	All households – 66,870 General enquiries regarding amount to pay, setting up direct debits, support requests
Council Tax Support and Housing Benefit letters to be received for all recipients	13 March 2024					Y	All recipients – 9,300 General enquiries regarding amount to pay, setting up direct debits, support requests
Business Rates Bills to be received for all households	13 March 2024					Y	All businesses – 4,600 General enquiries regarding amount to pay, setting up direct debits, support requests
Second silver bin rejections	18 to 29 March 2024					Y	All households – 66,870 Potential this could be the second rejection for the same household (first will have been WC 19 February)

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							<p>Increase in calls to query why bin was rejected and impact this will have</p> <p>These bins will not be collected if contamination removed – collection will be on next round</p>
Garden waste (2024) Direct Debits are taken	18 to 29 March 2024					Y	<p>23,000 households</p> <p>Contact is likely, regarding amendments to direct debit details, refund requests</p> <p>There is potential this could increase depending on the cost for the second and subsequent stickers</p>
Garden waste (2024) stickers issued	18 to 29 March 2024					Y	26,500 households