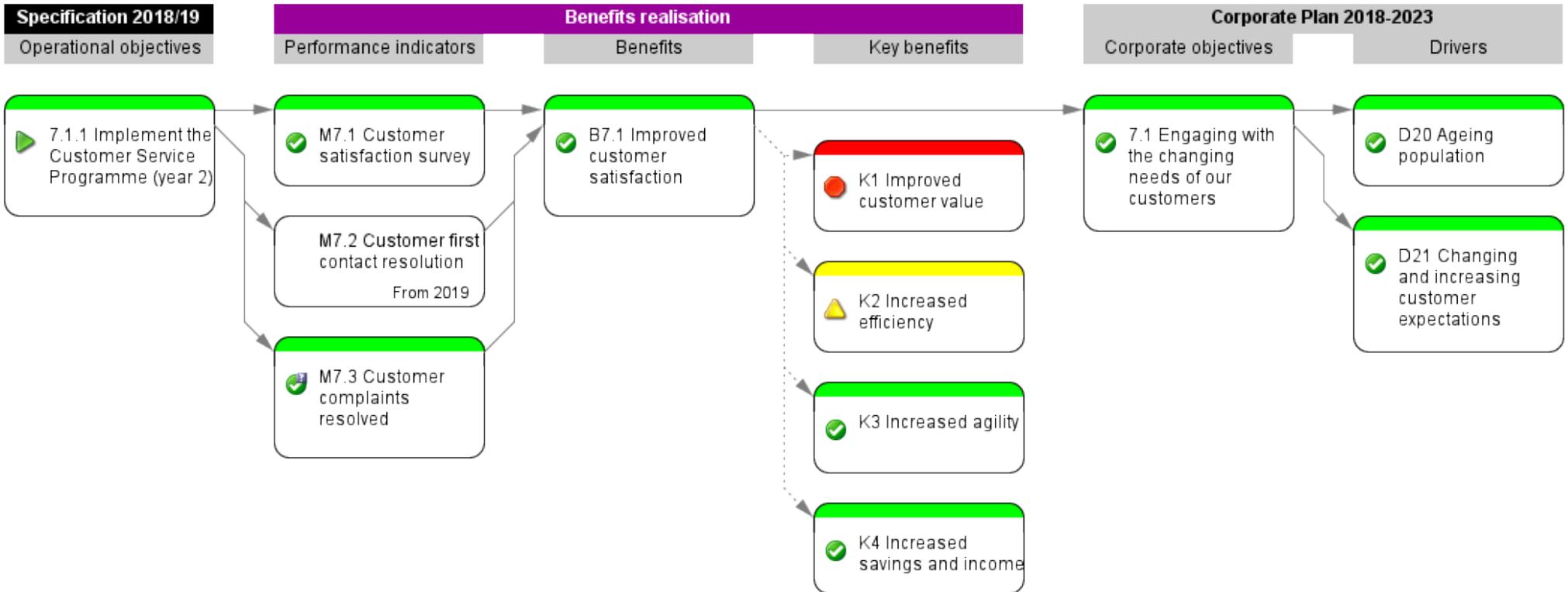


✓ Aim 7 - Customer satisfaction

Stronger council



 **Aim 7 Customer satisfaction**

Stronger council

To engage with our customers to ensure that our services meet their expectations and needs, both now and in the future.

Corporate objective 7.1 Engaging with the changing needs of our customers

 As our customers needs develop, we will change our approach to ensure we meet expectations and have services that are fit for customers.

Operational objective 7.1.1 Implement the Customer Service Programme (year 2)

RAG	Description	Progress	Due date	Expected outcome	Scrutiny	Manager
	Implement the Customer Service Programme (year 2)	25%	31-Mar-2019	Action On Target	O&S	Head of Customer Service (XEX04)
05-Jul-2018 Q1 - Transition of the main Civic Offices Reception into the Contact Centre is now complete. The next phase (Development Management) is now underway with process mapping of current workflows almost complete. Analysis of process and volumes will then be undertaken in conjunction with the Business Support Programme to ensure activity follows the Common Operating Model. The new website and CRM is in development.						

Projects & programmes P001 Customer Service Programme

RAG	Description	Progress	Due date	Stage	Scrutiny	Manager
	To make improvements to the Council's Customer Service function, which has evolved in a piecemeal fashion historically, involving the establishment of a Corporate Customer Contact Centre, refurbishment of the Customer Reception at the Civic Offices, encouraging greater use of self-service channels, and the implementation of a Customer Relationship Management system.	50%	31-Mar-2019	Implement	O&S	Head of Customer Service (XEX04)

Performance indicator M7.1 Customer satisfaction survey

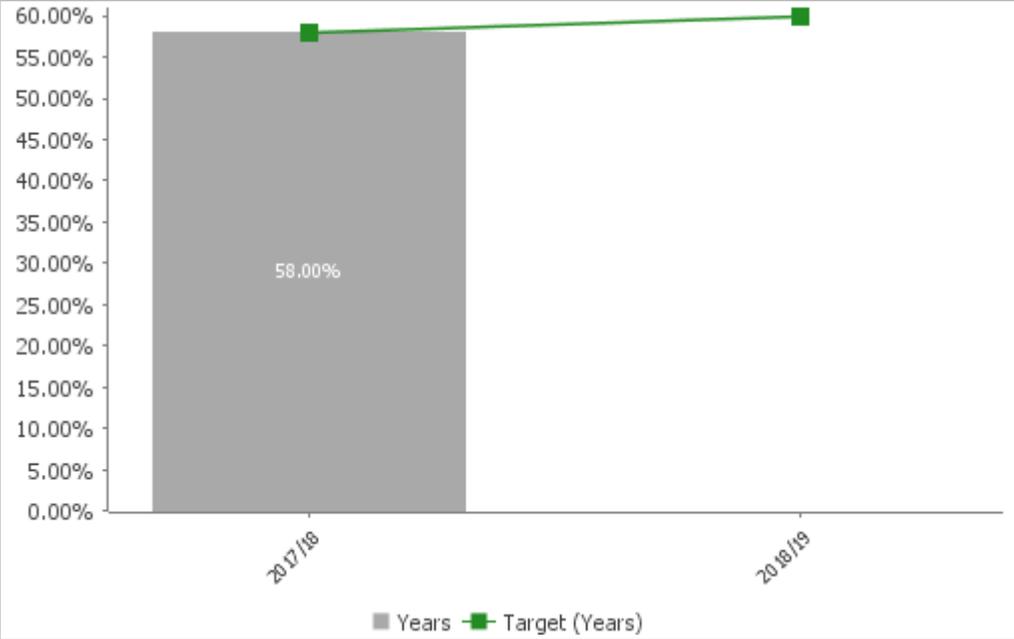
The 2017/18 customer experience survey stated that 58% of customers strongly agreed, or agreed to some extent their most recent query was resolved to their satisfaction.

<i>Is year-end target likely to be achieved?</i>	<i>Live from</i>	<i>Scrutiny</i>
▶ Yes	2018	O&S

Manager
Head of Customer Service (XEX04)

<i>Good performance</i>	<i>Corporate or Partnership indicator</i>	<i>Annual trend</i>
Aim to Maximise	Corporate	?

Trend chart



Comments

13-Jul-2018 Data from Epping Forest Customer Satisfaction survey, with fieldwork conducted from 13-Mar-17 to 30-Mar-17 with 502 responses overall. The sample is broadly representative of the districts population by electoral ward, age, gender and ethnic group.

Those who have contacted the council in the past 12 months rated their experience of their most recent interaction or query to the council, 58% agreed that their query had been resolved to their satisfaction, with 43% strongly agreeing. 28% disagreed, with 19% disagreeing strongly.

Corrective action

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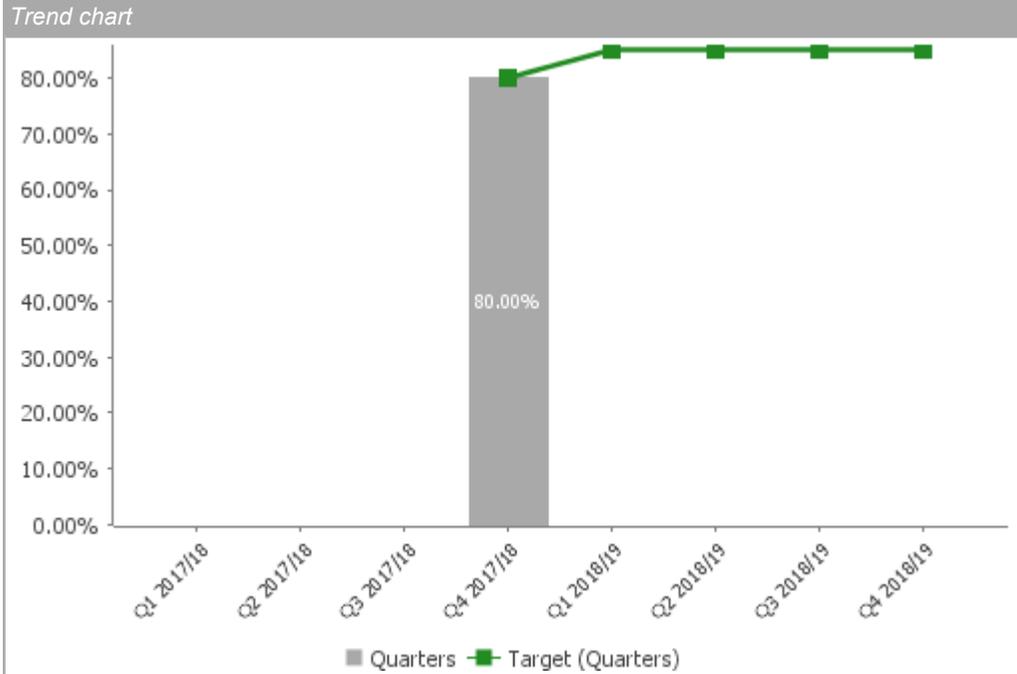
2018/19		
Target	Value	Status
60.00%		

 **Performance indicator M7.3 Customer complaints resolved**

The Council's Complaints Policy has an Service Level Agreement (SLA) of 10 working days with which to resolve Stage 1 complaints for customers from receipt into the organisation. The Council is seeking to ensure that this target is achieved or exceeded for all customers.

<i>Is year-end target likely to be achieved?</i>	<i>Live from</i>	<i>Scrutiny</i>
 Uncertain	2018	O&S

<i>Manager</i>	<i>Good performance</i>	<i>Corporate or Partnership indicator</i>	<i>Annual trend</i>
Head of Customer Service (XEX04)	Aim to Maximise	Corporate	



Comments

29-Aug-2018 Awaiting Q1 18/19 data - delayed due to CRM logging & ICT related issues. J Barnard agreed with D Bailey that accurate Q1 data was unavailable.

13-Jul-2018 Evidence to be recorded on Pentana for Q4 2017/18 outturn.

Corrective action

To resolve ICT issues

Q1 2018/19			Q2 2018/19			Q3 2018/19			Q4 2018/19		
Target	Value	Status									
85.00%			85.00%			85.00%			85.00%		