

2008 CITIZENS PANEL ACTION PLAN (June 2008)

Area for improvement	Action	Completion Date	Cost	Link to Corporate Plan & Divisional Service Plan
<p>Customer Care</p> <p>43% of customer cited 'speaking to the right person first time' as the most important element of customer service'.</p>	Interface between CSC and service areas – do internal and external users understand the dividing line?	30 June 08. Reviewed annually by the CSC	Part of existing staff and budget resources	Satisfied Communities
	Web site A-Z navigation – either to CSC or service area	30 June 2008 led by Customer Service Manager with Web Manager and Service Managers. Reviewed annually thereafter	Part of existing staff and budget resources	Satisfied Communities
	Analyse areas with lowest resolution rate and develop action plans to improve. Using Govmetric and Business Process Improvement data	31 July 08 and then twice a year thereafter	Part of existing staff and budget resources	Satisfied Communities.
	Use the introduction of NI14-Avoidable Contacts to benchmark and identify best practice Customer Services Manager by March 2009	31 March 09	Part of existing staff and budget resources	Satisfied Communities
	Introduce individual targets for CSC staff once data quality and systems are robust enough Customer Services Manager by March 2009	31 March 09	Part of existing staff and budget resources	Satisfied Communities

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<p>Customer Care</p> <p>Response to e-mails within two working days (10% of customers saw this as unacceptable. 21.5% didn't know or said it wasn't relevant)</p>	<p>Any e-mail to the generic NHDC e-mail address is automatically acknowledged.</p>	<p>31 March 09</p>	<p>Part of existing staff and budget resources</p>	<p>Satisfied Communities</p>
<p>Customer Care</p> <p>15% of customers who had used the CSC expressed dissatisfaction. 80% were satisfied (Based on 13 people)</p>	<ol style="list-style-type: none"> 1. Lack of response or late response to an enquiry. (Using CRM System to track enquiries and responses and positively address areas where delays are happening) 2. Not getting a query resolved/passing to different people Satisfied Communities 3. Conflicting advice (Scripts should ensure greater consistency) 	<p>On-going</p>	<p>Part of existing staff and budget resources</p>	<p>Satisfied Communities</p>

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<p>Closed-Circuit Television (CCTV)</p> <p>Although the survey showed a positive response to the statements, average of 70%, with a low level of disagreement, further reassurance is desirable to counteract the view that CCTV does not lead to convictions.</p>	<p>Action included in the CCTV Strategy (Jan 2008): More publicity on how the system works with examples of identified 'crime' and outcomes:</p> <ol style="list-style-type: none"> 1. Press visit to control centre 2. More items in Outlook under Safer Communities 3. Police will publicise crimes solved through CCTV 	<p>Sept 2008</p> <p>Ongoing</p> <p>Implemented</p>	<p>None</p> <p>Part of existing staff and budget resources</p>	<p>Safer Communities Strategic Objective- "Encouraging responsible citizenship and creating safer communities with less crime and less fear of crime"</p>
<p>Closed-Circuit Television (CCTV)</p> <p>Preferred new locations for CCTV coverage were public car parks, cited by 34% of respondents</p>	<p>Deployment in car parks and elsewhere to be considered alongside the recent CCTV review</p>	<p>Sept 2008</p>	<p>Part of existing staff and budget resources</p>	<p>Safer Communities Strategic Objective- "Encouraging responsible citizenship and creating safer communities with less crime and less fear of crime."</p>

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<p>Waste & Recycling Service</p> <p>92% of respondents said they 'recycle everything they can or recycle more than half. Under-34s are least responsive (16% recycle less than half)</p> <p>Preferred method of receiving recycling information via a 'leaflet or booklet they can read' (84%) followed by 'from information they can access on the website' (35%).</p> <p>A small number of respondents identified 'plastic bring banks always being full' as the reason for not using these sites.</p>	<p>Review waste communications to ensure they address younger age groups</p> <p>To continue using Outlook magazine, Booklets and leaflets for future communications and to continue to develop the website so as to increase awareness of recycling in North Herts.</p> <p>Regular monitoring of the bring bank sites.</p> <p>Improve communications and education re use of bring banks.</p>	<p>Food waste leaflet May 2008,</p> <p>Part of Recycling Communications plan messages</p>	<p>Part of existing staff and budget resources</p> <p>Part of existing staff and budget resources</p>	<p>Sustainable Communities Strategic Objectives</p> <p>As above</p> <p>As above</p>

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<p>Some respondents were unhappy about refuse collection crews who were careless with bins and boxes when carrying out their collection duties.</p>	<p>Improve monitoring and enforce refuse collection crews to ensure compliance.</p>	<p>Ongoing</p>	<p>Within existing staff and budget resources</p>	<p>As above</p>
<p>How should Council Services change? – Financial reporting Low level of recall of summary financial information presented in Outlook. 34% recalled seeing the summary accounts in Outlook, 65% did not.</p>	<p>Improve prominence of summary accounts feature in Outlook</p>	<p>August 2008</p>	<p>Part of existing staff and budget resources</p>	<p>Part of the Use of Resources Target.</p>

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<p>Panel was split on preferred method for seeing an annual report – 35% preferred if it was sent out with the annual council tax bill compared with 32% & 28% y who felt an insert in Outlook or content on the council’s website were the most appropriate methods.</p>	<p>More prominent coverage in both Outlook, website and external media</p>	<p>July 2008</p>	<p>Part of existing staff and budget resources</p>	<p>Part of the Use of Resources Target</p>