

### Contact Centre Satisfaction Survey 2015/16 – Action Plan

Findings/Comments	Planned Actions	Target Date	Lead Officer	Progress Update	Actual Outcome
Feedback results of survey	<ul style="list-style-type: none"> <li>Posters to be placed in CC's</li> <li>Results to be placed on CC webpage</li> <li>Feedback results to CC staff (e-mail, team meetings)</li> </ul>	October 2016	Customer Services Manager	Delayed due to final report not being received until September 2016	Customers updated and informed on actions taken based on their feedback. Staff updated and informed on their performance.
Priority for Improvement (PFI) - Being kept informed	<ul style="list-style-type: none"> <li>Promote text service for repairs</li> <li>Explore text service for Street Services</li> <li>Explore further through Citizens advice Panel</li> </ul>	December 2016	Contact Centre Managers/ Customer Services Manager	Questions incorporated in to Nov 16 Citizens Panel to establish customer expectations	
Long waiting times	<ul style="list-style-type: none"> <li>Customer Advisor Working group set up to identify Improvements</li> </ul>	February 2017	Customer Services Manager	Team Innovate set up, a number of improvements identified and implemented	Reduced waiting times
Improve privacy at reception desks	<ul style="list-style-type: none"> <li>Display posters offering private interview facility</li> </ul>	July 2016	Contact Centre Managers	Posters displayed	Interview room better utilised for sensitive enquiries
Call Centre telephone message too long and quiet	<ul style="list-style-type: none"> <li>Bin message to be taken off welcome message and put on separate option</li> </ul>	September 2016	Contact Centre Manager	Bin message taken off. Telephone system to be	

				replaced 2017 with improved recorded messaging.	
Improve on-line booking form for service requests including requests with payments	<ul style="list-style-type: none"> <li>• Increase number of on-line services and payments e.g bulky collections, pests etc</li> <li>• Do it on line promotion day Bolsover/Clowne</li> <li>• Implement web chat</li> </ul>	December 2016	Customer Services Manager	Delay with Firmstep/CIS. Meeting with KOG/CB 04/10/16 to confirm timescales	
Assistance required with payment kiosk	<ul style="list-style-type: none"> <li>• Display notice to advice help available on request</li> <li>• Display step by step user guide</li> </ul>	June 2016	Contact Centre Managers	Posters in place	Reduced queues. Number of times assistance required now reduced as kiosks have been in over a year and customers more confident in using them.