

## CUSTOMER FIRST ACTION PLAN

ACTION	RESPONSIBLE OFFICER	DUE DATE	COMMENTARY	STATUS
SMT – Strategy Discussion	J Westwood	30.4.18	To hold discussion with SMT to ensure 'buy-in at the highest level of the organisation. Establish standing item on SMT agenda to discuss progress from June 2018 onwards.	Completed
Operational Board Report	M Murphy	June 2018	Initial recommendations, draft policy and proposals for new Customer First Approach. Location of Customer Service Team and operating hours.	Completed.
	Holly Johnson	August 2018	Proposal to create Customer Consultation Group to enhance consultation ahead of Operational Board reports.	Completed
		Dec 2018	Update report.	Completed.
Telephone Monitoring	A Barwick	August 2018	Initial report to Operational Board – proposing reduction in opening hours for receiving telephone enquiries.	Completed
		Dec 2018	Feedback to Operational Board and proposals on changes to Customer Service Team hours – emergency repair and general enquiries.	
Customer Voice	Holly Johnson	Sept 2018	Agree work plan and priorities for Customer Voice. Identify required resources.	Completed
Customer Service Standards	Annabelle Barwick	Dec 2018	Consult with customers on review of customer service standards to achieve greater consistency of standards across all services and with DCC. Work still in progress – to present paper to February 2019 Operational Board.	Overdue
24/7 Incentive	P Cole/A Barwick	July 2018	Launch new 24/7 incentive.	Completed
Yr 2 Incentive Scheme	B Peach	2018/19	Project plan in place	Green
Review of Complaints Policy	A Barwick	Dec 2018	Report presented to Operational Board October 2018 – proposals accepted.	Completed