



Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 status	October - December 2013 status	January - March 2014 Status	Notes
<b>Fit for purpose, fit for you</b>										
By 2013 - Answer 80 per cent of enquiries from the public at the first point of contact, which ever way they choose to contact us, with the same high-level of knowledge and expertise.										
11-CSP06	To draft the Council's Service Strategy for approval in financial year 2012.	<p><b>Target:</b> A draft Service Strategy to be produced by December 2012.</p> <p><b>Outcome:</b> Focus on cost efficient service delivery and promoting a cost effective service design for the taxpayer whilst maintaining access for the needs of different customer groups.</p> <p><b>Critical Success Factors:</b> That further additional project work arising from C3W is limited.</p> <p><b>Environmental Impacts:</b> The strategy will address environmental impacts by designing services to be delivered through self-service and reduced reliance on travel to access services face to face or paper to apply for services in a traditional manner. The strategy will take account of shifting customers to more environmentally friendly ways of accessing services.</p>	31-Mar-12	Action On Target (working towards a due date of 31 July 2012)	Revised Completion Date (to 31 March 2013)	Revised Completion Date (to 30 September 2013)	Action deleted	No update required		April - September 2013. This action is a duplicate of 13-IPCS04, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.
11-CSP08	Implementation of enhanced self-service telephony systems.	<p><b>Target:</b> Implementation of in-house controlled self-service telephony system (including automated payment system) by December 2011.</p> <p><b>Outcome:</b> 90% success rate on automated payment calls, reduced revenue costs of operation, redeployment of staffing resources to handle customer enquiries instead of switchboard, peak period resilience through automated overflows.</p> <p><b>Critical Success Factors:</b> Proven business cases for any investment, installation of improved telecoms infrastructure, IT capacity to support any changes.</p> <p><b>Environmental Impacts:</b> Improved success of self-service system will decrease use of resources in multiple contacts for one call.</p>	31-Mar-12	Revised Completion Date (new due date of 31 March 2013)	Action On Target	Revised Completion Date (to 30 June 2013)	Action deleted	No update required		April - September 2013. This action is a duplicate of 13-IPCS06, therefore it is suggested that this activity is only monitored once through the 2013/14 Service Plan and is therefore discontinued.