


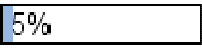



KPI Action Plans 2012/13 Quarter 3 Update

Appendix D

PI AP CTC 001 Average wait time for calls into the contact centre



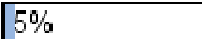
Code	Title	Due Date	Progress Bar	Assigned To	Latest Note	Note Date
PI AP CTC 01.01	Implement an Automated Switchboard	31-Jan-2013		Sandra Marchant	Q3 Update - Implementation of the system is still in progress however no live date is scheduled yet. IT resource is still required to assist with the implementation of this.	23-Jan-2013
PI AP CTC 01.02	Contact Centre resources	30-Jun-2013		Louise Wenzel	Q3 Update - Two Volunteers have been interviewed and one of them has been offered a 6-month placement in the Contact Centre on a voluntary basis. Initially this will just be for 2 days a week and the new Volunteer is due to start on Tuesday 29 January 2013.	23-Jan-2013
PI AP CTC 01.03	Cross training of Contact Centre CSAs	31-Dec-2013		Louise Wenzel	Q3 Update - A lot more cross training of Customer Service Advisors in the Contact Centre has been undertaken during the last quarter. More staff are now able to handle more services however the cross training still continues.	23-Jan-2013
PI AP CTC 01.04	Maintain a fully resourced Contact Centre	31-Dec-2013		Sandra Marchant	Q3 Update - The Contact Centre did not have any vacant posts at the end of year however one member of the team was on long term sick leave. This has resulted in a resignation with effect from January 2013 leaving a vacant post. In addition, 3 members of the team will commence maternity leave in March, July and August so this will have an impact on the team. An Assessment Centre is being arranged for 6 March 2013 and an advert for all vacancies will go out soon if permission is granted.	23-Jan-2013
PI AP CTC	Channel Shift	31-Dec-2013		Sandra Marchant	Q3 Update - A beta (test) version of the new website will be issued to all staff for their	23-Jan-2013

KPI Action Plans 2012/13 Quarter 3 Update

Appendix D

01.05					comments by the end of January followed by gaining feedback from customer focus groups. The new website will be live sometime in April. New self-serve forms will be developed after this. A self-serve process for booking a bulky collection will be available from sometime in January.	
-------	--	--	--	--	--	--




PI AP CTC 002 Percentage of visitors to the Gateway responded to within 20 minutes

Code	Title	Due Date	Progress Bar	Assigned To	Latest Note	Note Date
PI AP CTC 02.01	Gateway resources	31-Jan-2013		Laura Mason	Q3 Update - The Gateway continues to use one of the Apprentices and will do so until March 2013.	23-Jan-2013
PI AP CTC 02.02	Maintain a fully resourced Gateway team	31-Dec-2013		Sandra Marchant	Q3 Update - The Gateway currently has 2 vacant full time posts and also needs to recruit for one additional CSA using funding from Arriva to help with the additional workload. An Assessment Centre is being arranged for 6 March and an advert will go out shortly provided permission is granted.	23-Jan-2013
PI AP CTC 02.03	Channel Shift	31-Dec-2013		Sandra Marchant	Q3 Update - A beta (test) version of the new website will be issued to all staff for their comments by the end of January followed by gaining feedback from customer focus groups. The new website will be live sometime in April. New self-serve forms will be developed after this. A self-serve process for booking a bulky collection will be available from sometime in January.	23-Jan-2013



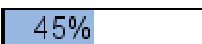
KPI Action Plans 2012/13 Quarter 3 Update

Appendix D

PI AP HSG 005 Number of households prevented from becoming homeless through the intervention of housing advice

Code	Title	Due Date	Progress Bar	Assigned To	Latest Note	Note Date
PI AP HSG 5.1	Service improvements for customers at risk of mortgage repossession – A relationship is being built with financial providers to alert the council when possession procedures.	30-Nov-2012		Pauline Meaney	Action completed and advice pack implemented for new cases	21-Jan-2013
PI AP HSG 5.2	Review of Rent Deposit Bond Scheme – to increase the availability of accommodation in the private rented sector available to customers threatened with homelessness	31-Dec-2012		Neil Coles	Work progressing with review of scheme and relaunch - currently finalising details before seeking Cabinet Member decision. Completion date expected to slip to 31/03/13.	21-Jan-2013
PI AP HSG 5.3	Delivery of multi-agency support group for young people – to identify needs of vulnerable young people before they become homeless	31-Jan-2013		Pauline Meaney	Work ongoing to set up agreed approach across a wide multi-agency group of stakeholders. This action may slip as a result, but expected to be completed by 31/03/13.	21-Jan-2013

PI AP HSG PS 002 Number of homes occupied by vulnerable people made decent

Code	Title	Due Date	Progress Bar	Assigned To	Latest Note	Note Date
PI AP HSG PS 2.1	Implementation of 'Coldbusters' grant scheme to deliver replacement boilers and central heating systems for qualifying residents	30-Nov-2012		Nigel Bucklow	Scheme awaiting final sign-off by Legal Services before implementation.	21-Jan-2013
PI AP HSG PS 2.2	Review of reporting structure for IT system to ensure accurate reporting of outcomes	31-Dec-2012			Action completed.	21-Jan-2013
PI AP	Completion of review of Housing	31-Mar-		Neil Coles	Work progressing with drafting policy before	21-Jan-2013

Code	Title	Due Date	Progress Bar	Assigned To	Latest Note	Note Date
HSG PS 2.3	Assistance Policy to meet current demand and economic climate	2013			consultation and Cabinet Member decision.	