

CTC 001 – Average wait time for calls into the Contact Centre			
Action	Responsible Officer	Progress	Deadline
Implement an Automated Switchboard – this will be based on speech recognition and all calls coming in to the main Switchboard on 602000 (approximately 8000 per month) will be automatically routed to the correct extension rather than being answered initially by a Customer Service Advisor. Although these calls are very short it will release resource to answer the longer calls coming in to the Contact Centre and consequently help to reduce the wait times.	Sandra Marchant	Implementation of the system has begun and although most of the work is carried out by the suppliers, some involvement from IT is required during the installation and set- up. This may cause delays in the project.	31 January 2013
Contact Centre resources – the Contact Centre will train and use a volunteer for 6 months to handle calls in the contact centre. This will help to have additional cover on some of the less complex services releasing some resource to cover the more complex enquiries.	Louise Wenzel	A change of establishment form requesting a Vision Support worker has been submitted to HR for consideration.	30 June 2013
Cross training of Contact Centre CSAs – the Contact Centre continues to lose fully experienced staff to other service areas, usually on secondment. When a new person starts in the team they are trained in just one service to start with but they have replaced a fully trained experienced member of the team handling perhaps all 24 services.	Louise Wenzel	Training for CSAs is on-going but is a lengthy process depending on the individual.	31 December 2013
Maintain a fully resourced Contact Centre	Sandra Marchant	The Contact Centre does not have any vacant posts currently.	31 December 2013
Channel Shift – after the new website has been implemented then further work can be done on the Channel Shift agenda and making more information and transactions available on the website.	Sandra Marchant	The development of the new website is underway with a proposed live date of January 2013. More self-serve forms can be developed after this.	31 December 2013

CTC 002 – Percentage of visitors to the Gateway responded to within 20 minutes			
Action	Responsible Officer	Progress	Deadline
Gateway resources – placement of an Apprentice in the Gateway for a four month period from September.	Laura Mason	The Gateway has one of the new Apprentices so this is an additional resource.	31 January 2013
Maintain a fully resourced Gateway team – Recruit immediately any posts become vacant.	Sandra Marchant	The Gateway team does not have any vacant posts currently although one member of the team is on secondment to another area.	31 December 2013
Channel Shift – after the new website has been implemented then further work can be done on the Channel Shift agenda and making more information and transactions available on the website, for example for Parking Permits to avoid the need for customers to visit the Gateway.	Sandra Marchant	The development of the new website is underway with a proposed live date of January 2013. More self-serve/on-line forms can be developed after this.	31 December 2013

HSG PS 002 – Number of homes occupied by vulnerable people made decent			
<u>Actions undertaken to date</u> <ol style="list-style-type: none"> 1. Audit of closed cases to identify data gaps resulting in under-reporting 2. Introduction of new coding system on IT system to record outcomes effectively. 3. Consultation with Housing Consultative Board on approaches for revision of Housing Assistance Policy 			
Action	Responsible Officer	Progress	Deadline
Implementation of 'Coldbusters' grant scheme to deliver replacement boilers and central heating systems for qualifying residents	Nigel Bucklow	Contract discussions with delivery partner in progress	30 th November 2012
Review of reporting structure for IT system to ensure accurate reporting of outcomes	Nigel Bucklow	Assessment of data gaps and review of coding structure completed	31 st December 2012
Completion of review of Housing Assistance Policy to meet current demand and economic climate	Neil Coles	Initial consultation completed	31 st March 2013

HSG 005 – Number of households prevented from becoming homeless through the intervention of housing advice			
<u>Actions undertaken to date</u> <ol style="list-style-type: none"> 1. Review of front line service to improve customer contact and successful outcomes. 2. Implemented changes to the Housing Register application process to identify potential homelessness at an early stage to reduce approaches at points of crises. 3. Delivery of 'One Stop Shop' service with partners to provide advice, support and assistance to potential victims of domestic abuse to prevent incidents of homelessness. 4. Introduction of 'You and Your Move' pre-tenancy training in partnership with Golding Homes to provide knowledge and awareness of how to sustain tenancies in both the private and social sectors, and how to reduce the risk of becoming homeless. 5. Housing Service has a project with HMP at East Sutton Park that provides training and work experience to have rehabilitate prisoners. 			
Action	Responsible Officer	Progress	Deadline
Service improvements for customers at risk of mortgage repossession – A relationship is being built with financial providers to alert the council when possession procedures.	Pauline Meaney	Advice pack drafted and to be implemented	30 th November 2012
Review of Rent Deposit Bond Scheme – to increase the availability of accommodation in the private rented sector available to customers threatened with homelessness	Neil Coles	Consultation with stakeholders completed and scheme revisions being drafted	31 st December 2012
Delivery of multi-agency support group for young people – to identify needs of vulnerable young people before they become homeless	Pauline Meaney	Early discussions held with partners	31 st January 2013