

Staffordshire Connects CCFG Work Plan - Progress Report

Area of Work - Detail - Lead	Resources	Budget	Progress to Date	Forthcoming Activity	Status (RAG where underway)
<p>Customer Satisfaction Data Collection</p> <p><i>Identification and sharing of good practice in relation to the collection, usage and sharing of customer services data to assist in service delivery</i></p>	<p>This is to remain as an individual piece of work to establish whether it is possible for partners to identify and implement a common approach to collecting and analysing customer satisfaction data across all partners.</p>				
<p>1. Research partner experience and disseminate information on:</p> <ul style="list-style-type: none"> • Partner's individual approaches to customer services data collection (frequency, sources etc.) • How partners determine what questions are asked of customer to gauge satisfaction (are the right questions being asked) <p>2. Identify whether there is scope for the development of a mechanism for partners to collect and share customer satisfaction data that is consistent and which allows direct comparisons between different partners</p> <p>LEAD: Stoke-on-Trent City Council</p>	<p>Staffordshire Connects (administrative and analytical support)</p> <p>Stoke-on-Trent City Council (co-ordination of group activities)</p> <p>Other partners (participation and provision of information)</p>	<p>No budget requirement identified.</p>		<p>Initial meeting of the revised group to be convened (led by Stoke-on-Trent City Council) to review the scope of this piece of work (as originally identified) and revise where necessary This meetings has yet to be arranged</p>	

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<p>National Performance Indicator 14</p> <p><i>Partner approaches to meeting the requirements for reporting on National Performance Indicator 14 (Avoidable Contact)</i></p>	<p>Project deleted – following the demise of national performance indicator NI14 there is no longer a statutory requirement to capture this information. A number of partners, recognising that there is still some benefit in collecting this information voluntarily agreed that they there is some merit in this continuing as a piece of work, though not necessarily in it's own right. Since this piece of work was being led by Sue Bevan It was agreed that that this could form part of the remit of the Staffordshire Benchmarking Group (that she also chairs) and that partners could participate in that way.</p>				

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<p>Contact Centre Accreditation</p> <p><i>Identifying existing and potential opportunities for partners in relation to obtaining accreditation for their individual contact centres</i></p>	<p>Recognising that partners each had their own individual preferences about which accreditation route to take in relation to their customer services and contact centre facilities (and that some had already gone a long way down a particular path), the benefits of collaborative working were diminished to the extent that the only feasible option for partners was to follow their own individual approaches.</p>				

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<p>Call Sharing</p> <p><i>Looking at how existing arrangements for call sharing and call overflow can be maximised and possibly extended</i></p>					<p>Recognising that different authorities use different telephony systems and that other than adopting the principles of call sharing as a partnership wide project (which would require significant political agreement), the ability to participate in call sharing would largely be determined by the needs of specific service areas in areas of mutual benefit e.g. out of hours operation, this piece of work is to be dropped from the work plan.</p>

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<p>Customer Services Training</p> <p><i>Looking at ways in which partners can collaborate more closely on identifying requirements for customer services training and the mechanisms for ensuring that customer services staff have access to adequate training provision</i></p>					<p>This is to be removed from the work plan as a specific piece of work in its own right. Rather than develop a partnership wide package of customer services training, the emphasis should be on supporting partners by information sharing , such as training materials, job descriptions, structures etc. that can be picked up by partners as and when needed. The only requirements therefore are for partners to submit information and for there to be a mechanism for sharing this. An area of the Staffordshire Connects website accessible specifically by partners i.e. not publicly available was proposed.</p>

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<p>Data Sharing (External Agencies)</p> <p><i>Looking at the potential for sharing data with external agencies with whom services cross boundaries in order to improve customer knowledge and service delivery</i></p>					<p>The sub group given responsibility for this piece of work had struggled to identify a service area that could be used to develop and implement protocols for sharing data (either within the partnership, or with an external agency). Consequently, it was recommended that this be removed from the work plan until a specific project that involved data sharing was identified</p>

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<p>Customer Services Best Practice</p> <p><i>Sharing examples of good practice in relation to customer services</i></p>	<p>Rather than a specific piece of work in its own right, this needs to be a standing item on the CCFG agenda, whereby at regular group meetings, individual partners can share their experiences about specific issues or bring examples of where they have implemented or identified good practice in relation to customer services. The start of this process was the event hosted by Staffordshire Moorlands District Council, held on 30th April, during which they demonstrated and talked about some of their customer services activities.</p>				

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Replacement Telephony System	This has been identified as a new piece of work for inclusion on the CCFG work plan. An initial workshop was held on 9th April 2010 to establish whether there was sufficient interest in pursuing a review of the current telephony arrangements as a piece of work, with the aim being to identify whether there was interest and scope for partners to work collaboratively on the acquisition of a new telephony system				
<ol style="list-style-type: none"> 1. Partners liaise collectively with MacFarlane over issues/problems with the current telephony system and contract 2. Undertake a review of the current contractual arrangements with MacFarlane (remedies for performance/exit penalties etc.) 3. Baseline current telephony arrangements in place for individual partners 4. Scope and define the requirements for a replacement system <p>LEAD: To be identified</p>	<p>Staffordshire Connects (administrative and analytical support)</p> <p>Stoke-on-Trent City Council Lichfield District Council Stafford Borough Council</p>		<p>An initial meeting to establish whether there was sufficient interest in this as a project was held on 9th April 2010</p> <p>Meeting with MacFarlane took place on 13.05.2010 to discuss operational problems with the current system.</p> <p>Paul Atkins completed a review of the contractual arrangements and obligations surrounding the current contract with MacFarlane</p> <p>The meeting to scope out the requirements for any potential replacement system took place on 24.06.2010, attended by SoTCC, SBC, CCDC and LDC.</p>	<p>Submit collective requirements and baseline information about current arrangements to SCC (Vic Falcus) in order that requirements for a telephony solution are incorporated into the competitive dialogue process</p> <p>Obtain details of various telephony systems (via product demonstrations or other means) to identify possible functions that may currently be missing from the requirements specification, but which may be worthwhile considering.</p>	