

Evaluation Criteria for Kenilworth Connection

APPENDIX A

1.0 Customer Care Standards

Item	Objective	Measure
1.1	To develop a Customer Charter detailing standards of service that customers can expect	Charter available by June 1999
1.2	Staff will be easily recognisable, wearing uniforms and name badges	Uniforms and badges worn. Customer surveys to be used as assessment
1.3	Customers will be treated courteously at all times	Customer surveys to be used as assessment, taken quarterly
1.4	To serve customers promptly	Customer surveys to be used as assessment, taken quarterly
1.5	Staff will try and resolve enquiries whilst the customer is in the Kenilworth Connection	Customer surveys and counter statistics to be used as assessment
1.6	Staff will be trained to give help and advice on services available	Customer survey and feedback cards to be used as assessment

2.0 Staff Standards

Item	Objective	Measure
2.1	Staff to be appraised every six months. Performance targets to be based on the standards of service detailed here and in the Customer Charter	Appraisals to be held six monthly
2.2	Regular weekly team meetings will be held to address issues and help identify training needs	Weekly team meetings held on Wednesdays. Notes taken each meeting.

3.0 Information and Openness Standards

Item	Objective	Measure
3.1	The Kenilworth Connection will stock a wide range of information and leaflets in its aim to provide clear, accurate information for residents	Details of range and stocks of leaflets available and distributed
3.2	Information can be obtained in other languages, large print or on audio cassette on request. Signing can also be arranged on request	Number of requests and time taken to meet those requests
3.3	Opening times and facilities on offer to be publicised locally through as many outlets as possible (eg supermarkets, doctors and dentists surgeries)	Number of outlets participating
3.4	Committee Reports and the Council's Budget Book to be available for public inspection	Documents available from December 1998

4.0 Customer Satisfaction

Item	Objective	Measure
4.1	Customer satisfaction will be measured through quarterly surveys taken in the Kenilworth Connection	First survey to be taken by April 1999
4.2	Apart from regular surveys, views of customers will be encouraged through customer feedback cards and the information recorded. This will also be reported back to the Business Units on a regular basis	System in place by April 1999. Quarterly reports to be sent to Business Units
4.3	Staff will be encouraged to listen and act on customer feedback. Annual reports detailing action taken from customer suggestions to be displayed in the Kenilworth Connection	Report to be produced and available by November 1999

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4.0 Customer Satisfaction

Item	Objective	Measure
4.4	Warwick District Council's Complaints Procedure to be available and promoted where appropriate	Poster and leaflet displayed

5.0 Measurable Improvements and Innovative Enhancements

Item	Objective	Measure
5.1	To increase the number of users of the Kenilworth Connection	An increase of 5% by May 1999
5.2	To work with a variety of other agencies to provide a wide range of information and advice for local residents	Number of other agencies worked with and number of displays/exhibitions held by outside agencies
5.3	Reports on performance against all the objectives listed to be presented to Performance Review Sub-Committee, Warwickshire County Council and the Board of Governors of Warwickshire College	Reports to be produced for appropriate meetings

6.0 Internal Customers

Item	Objective	Measure
6.1	To assess impact on Business Units	Survey of Business Units to be taken quarterly from May 1999
6.2	To assess services provided to groups and other agencies	Survey of participants to be taken

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		quarterly from May 1999
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6.0 Internal Customers

Item	Objective	Measure
6.3	To survey councillors for their views	Survey to be taken quarterly from May 1999
6.4	To survey staff for their views	Survey to be taken quarterly from May 1999