

**CORPORATE AND COMMUNITY SERVICES**  
**Portfolio Holder Statement Update September 2011**

**1. Since April, what have the measures in the Portfolio Holder Statement been telling you about how things are going in service?**

Customers continue to be satisfied with service in the One Stop Shops, as measured by paper feedback forms. Lower levels of satisfaction in Warwick are likely to be because there is a kiosk (which makes it easier for customers to record their views) and because customers rate the service of the building including the post office.

The ICT service had its highest ever satisfaction rating from internal customers (6.4 out of 7). Users continue to rate their satisfaction of the website highly.

**2. Which measures have been of particular interest or concern during the period since April and what have you learnt about your systems from these measures?**

The OSS satisfaction scores were initially an average across all five sites. By reviewing the data it was obvious that the Warwick score was significantly lower than the other OSS.

The website satisfaction and success rates measures are based on customer surveys being completed. This results in a small sample size. Customers are satisfied with the service and the results are generally around or above Council website averages.

The measure for the "End to end times of interventions" has been a concern. This measure covers all interventions mentioned in the Fit for the Future programme, across all service areas. Getting useful information from a single measure for each project has proved difficult. The interventions vary significantly from each other in scope and size so are hard to compare. Each intervention should be monitored in the appropriate Service Area Plan, rather than via a Corporate measure.

**3. What have you done to date as a result of learning from these measures?**

One Stop Shops: The Service Area Plan now notes each score separately. The OSS team are reviewing the comments made by customers via the Warwick kiosk. The OSS manager is encouraging staff to continue to offer questionnaires to all customers who visit.

Website: We are looking into using the website analytics to give more detailed information on how our customers use the website and possible problem areas.

End to End times of interventions: The most useful way to measure the end to end times of projects is within the Key projects section of the appropriate Portfolio Holder statement/Service Area Plan. The End to end measure has been removed

from the Corporate & Community Services Plan. Service Heads will ensure that the interventions are monitored and reported in the individual Service Area plans.

#### **4. What has been the impact of what you have done to date?**

One Stop Shops: The number of customer feedback forms (paper and kiosk) received is increasing.

Website: Neighbourhood services are now measuring the success of online permit renewals and using the service-specific web data.

#### **5. What else do you plan to do as a result of learning from these measures?**

Review the possibility of collecting customer satisfaction data for the telephone service. Current satisfaction is based on proxy measures like waiting times and abandoned rates.

Continue to gather website analytics and make this data available to all service areas. Service areas will then combine this with other customer data such as phone statistics and One Stop Shop visits, to design services which meet the needs of their customers.

#### **6. Of your key projects (as identified in your portfolio holder statement) how many are on track and how many are not? Of those that are not on track please indicate which milestones have been changed and what the revised dates are.**

<b>Project</b>	<b>Progress</b>	<b>Original milestones</b>	<b>Revised milestones</b>
Integrate CSC with WCC, including SLA	Delayed start	Committee report August 2011. Integration December 2011.	Report November 2011. Integration Phase 1 December 2011.
Develop Channel Strategy	On target	Drafted August	Committee report November 2011.
Grant Review & Commissioning	On target	Exec reports - June, August complete - December on target. Ending March 2012 on target.	N/A
Members' ICT technology refresh	On target	Ending September	N/A
ICT Business Continuity testing.	Delayed start	Start June; End August 2011.	Start August; End November 2011.
Locality Working Review	On target	Committee Report January 2012.	N/A
Equalities framework	On target	End December 2011	N/A
Simalto budget consultation	Delayed start	End Date July 2011	TBC

**7. Does your Service Area Plan/Portfolio Holder Statement need to be amended? If so, please describe the changes.**

Addition of Financial Inclusion Project, starting July 2011.

Changes to customer measures: individual measures for each OSS: separation of success and satisfaction of website user measures & inclusion of previous year data; removal of end to end times.