

Customer Complaints

Relevant information from the TEN System.

1. Initiatives:

The screenshot displays a web browser window with the URL: <http://tens-pi/tenweb/tenweb.dll?model%3D%7B903AFA4E-4230-4BEF-9D78-447E23CE2F20%7D%26object%3DO14%3A926%26type%3DOBJPAGE>. The page title is "2010-11 Performance and Risk Management System - CCS 02 Deliver a Council wide system that reco".

The main content area is titled "Portfolio action for 2010-11" and contains the following information:

- Priority 2010 - 11** (indicated by a purple button)
- Corporate Issue** (indicated by a cyan button)
- CCS 02 Deliver a Council wide system that records all complaints, compliments and comments**
- Owner:** Rem Heezen
- Head of Service:** Peter Rowbotham
- Director:** Sue Smith
- Portfolio Holder(s):** Cllr Paul Dann
- Scrutiny Panel:** PEOPLE

Start		Completion		% complete	Current Status	Definitions
Predicted	Actual	Predicted	Actual			
Thu-1-Apr-10	Thu-3-Jun-10	Mon-30-Aug-10	Mon-2-Aug-10	100%	Completed (44)	

Progress

Report produced and presented to Scrutiny who requested further information.
 Online form has been produced
 Workflow produced
 Feedback sought from Customer Services re form
 Online form amended based on feedback received
 Email sent to HOS on 26 July 2010 advising of online form, workflow and description
 Email sent to 3rd Tier Mgrs on 27 July 2010 advising of process etc
 Email sent to Customer Service staff on 27 July with definitions and examples of what complaints, comments, etc are
 Final Amendments completed on form
 Go live date w/c 02/08/10

Related Performance Indicators

- NI 140 Fair treatment by local services (Annual)

Related LAA Outcome

- LAA 7.1 Access to facilities and services is enhanced a...
- LAA 7.2 High quality and accessible services and facilit...

Buttons at the bottom: Update 1, HDC FORMAT

The left sidebar contains navigation links: Mission statement, Priorities, Managers, Portfolio Holders, Scrutiny Panels, Indicators, THE L.A.A., Risk Home Page, Search, Available Reports, Other TEN models, Log Out, Next, Previous, CCS 03 Development of L..., CCS 01 Achieve National ...

The Windows taskbar at the bottom shows: Start, Google, Inbox - Microsoft Outlook, 58 Reminders, 2010-11 Performance..., Document3 - Microsoft ..., Desktop, Links, EN, Local intranet, 100%.

Priority 2010 - 11

Efficiency and Change Management

Corporate Issue



- Mission statement
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Log Out

Next

ECM 03 Increase Waste r...

Previous

CCE 25 Increase resident...

Incomplete Portfolio action from 2009/10

ECM 01 CRM replacement



Progress the CRM and consider a replacement package that integrates with the Back Office. (March 2009) (SI)

Owner	Head of Service	Director	Portfolio Holder(s)	Scrutiny Panel
Rem Heezen	Peter Rowbotham	Sue Smith	CIlr Paul Dann	

Start		Completion		% complete	Current Status
Predicted	Actual	Predicted	Actual		
Wed-1-Apr-09	Wed-1-Apr-09	Fri-31-Dec-10	(not specified)	75%	Long term project ...

Definitions

Progress

Met with back office suppliers. Prepared specification for new CRM. Passed to Welland Procurement Unit to organise the process for selection. Currently using the Buying Agency Government contracts to purchase a product. Intensive procurement process commenced early 2010. Member concerns regarding intergration and potential ongoing costs. Executive asked to re tender which is now being processed. Meeting to be arranged with Legal Advisor on best option re wording in tender documents. LCC also contacted regarding possibibility of using the County Council CRM. Meeting with Legal Advisor in September for specialist procurement advice.

Related Performance Indicators

Related LAA Outcome

Update 1

2009/10 carried forward

Performance

Demand Failure (Currently at 8.1%)

Previous National Indicator 14

2010-11 Performance and Risk Management System - NI 014 Avoidable contact: the proportion of cu - Windows Internet Explorer

http://tens-pi/tenweb/tenweb.dll?_main_o_zoom%3D100%26model%3D%7B903AFA4E-4230-4BEF-9D78-447E23CE2F20%7D%26object%3DO9%3A2521%26type%3DOBJPAGE

View at [75% | 100%]

NI 014 Avoidable contact: the proportion of customer contact that is of low or no value to the customer

View as Local Indi... Definition Upload format Chart Update 3 Validation Local

Collector Owner Head of Service Director Portfolio Owner Scrutiny Panel

Rem Heezen Rem Heezen Peter Rowbotham Sue Smith Cllr Paul Dann PEOPLE

Person "Peter Rowbotham"

Current Performance (Year to Date)

Quarter	Value	Below Target	Above Target	Numerator and Denominator	2009/10 Outturn	Best Quartile	Median	Worst Quartile
Q1/10/11	8.1%			Q1/10/11 = 857				
Q2/10/11	0.0%							
Q3/10/11	0.0%							
Q4/10/11	0.0%			Q1/10/11 = 10,546				

Validation

Year End Projection Status	Three Year Projection Status	Predicted Year End Value	Annual Target	Date	by
Amber	Amber				

Management comments relating to performance risk

BELOW TARGET ON TARGET ABOVE TARGET IF BLANK NO DATA SUPPLIED

Guidance

Home Mission statement Priorities Managers Portfolio Holders Indicators Search THE L.A.A. Available Reports Log Out Next Previous NI140 - Fair treatment by local services (Annual)

http://tens-pi/tenweb/tenweb.dll?model%3D%7B903AFA4E-4230-4BEF-9D78-447E23CE2F20%7D%26object%3DO4%3A22%26type%3DOBJPAGE

Local intranet 100%

Start Google Inbox - Microsoft Outlook 58 Reminders 2010-11 Performance... Document3 - Microsoft ... Desktop Links EN 17:44

Local Indicators - Customer Satisfaction


2010-11 Performance and Risk Management System - LPI 406 % Customer Satisfaction - Windows Internet Explorer

http://tens-pi/tenweb/tenweb.dll?_main_0_zoom%3D100%26model%3D%7B903AFA4E-4230-4BEF-9D78-447E23CE2F20%7D%26object%3DO9%3A306%26type%3DOBJPAGE

View at [75% | 100%]

LPI 406 % Customer Satisfaction

Average score for all Govmetric indicators of satisfaction



Collector	Owner	Head of Service	Director	Portfolio Owner	Scrutiny Panel
Rem Heezen	Rem Heezen	Peter Rowbotham	Sue Smith	Cllr Paul Dann	PEOPLE

Current Performance (Year to Date)

Month	Status	Value	Below Target	Above Target	2009/10 outturn	Comment (Click the Icon to read full comment)
Apr 10/11		81.31	66.50	73.50	86.75	
May 10/11		80.60	66.50	73.50	86.75	
Jun 10/11		81.38	66.50	73.50	86.75	
Jul 10/11			66.50	73.50	86.75	
Aug 10/11			66.50	73.50	86.75	
Sep 10/11			66.50	73.50	86.75	
Oct 10/11			66.50	73.50	86.75	
Nov 10/11			66.50	73.50	86.75	
Dec 10/11			66.50	73.50	86.75	
Jan 10/11			66.50	73.50	86.75	
Feb 10/11			66.50	73.50	86.75	
Mar 10/11			66.50	73.50	86.75	

BELOW TARGET
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Show as chart

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[LPI 4011 - Standard Sea...](#)

Local intranet 100%

Start Google Outlook 58 Reminders 2010-11 Performance... Document3 - Microsoft ... Desktop Links 17:44

View at [75% | 100%]

LPI 410 % Satisfaction with Face to Face (Govmetric)

Number indicating Good Service/ Total respondents



Collector	Owner	Head of Service	Director	Portfolio Owner	Scrutiny Panel
Rem Heezen	Rem Heezen	Peter Rowbotham	Sue Smith	Cllr Paul Dann	PEOPLE

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Current Performance (Year to Date)

Month	Status	Value	Below Target	Above Target	2009/10 outturn	Comment (Click the Icon to read full comment)
Apr 10/11	BELOW TARGET	70.30%	85.50%	94.50%	81.53	
May 10/11	BELOW TARGET	76.16%	85.50%	94.50%	81.53	
Jun 10/11	BELOW TARGET	75.43%	85.50%	94.50%	81.53	
Jul 10/11			85.50%	94.50%	81.53	
Aug 10/11			85.50%	94.50%	81.53	
Sep 10/11			85.50%	94.50%	81.53	
Oct 10/11			85.50%	94.50%	81.53	
Nov 10/11			85.50%	94.50%	81.53	
Dec 10/11			85.50%	94.50%	81.53	
Jan 10/11			85.50%	94.50%	81.53	
Feb 10/11			85.50%	94.50%	81.53	
Mar 10/11			85.50%	94.50%	81.53	

BELOW TARGET
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View at [75% | 100%]

LPI 409 % Satisfaction with telephone (Govmetric)

Number indicating Good Service/ Total respondents



Collector	Owner	Head of Service	Director	Portfolio Owner	Scrutiny Panel
Rem Heezen	Rem Heezen	Peter Rowbotham	Sue Smith	Cllr Paul Dann	PEOPLE

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Current Performance (Year to Date)

Month	Status	Value	Below Target	Above Target	2009/10 outturn	Comment <small>(Click the Icon to read full comment)</small>
Apr 10/11		95.52%	85.50%	94.50%	92.81	
May 10/11		94.95%	85.50%	94.50%	92.81	
Jun 10/11		95.30%	85.50%	94.50%	92.81	
Jul 10/11			85.50%	94.50%	92.81	
Aug 10/11			85.50%	94.50%	92.81	
Sep 10/11			85.50%	94.50%	92.81	
Oct 10/11			85.50%	94.50%	92.81	
Nov 10/11			85.50%	94.50%	92.81	
Dec 10/11			85.50%	94.50%	92.81	
Jan 10/11			85.50%	94.50%	92.81	
Feb 10/11			85.50%	94.50%	92.81	
Mar 10/11			85.50%	94.50%	92.81	

BELOW TARGET
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View at [75% | 100%]

LPI 408 % Satisfaction with website (Govmetric)

Number indicating Good Service/ Total respondents



Collector	Owner	Head of Service	Director	Portfolio Owner	Scrutiny Panel
Rem Heezen	Rach [Owner] ott	Peter Rowbotham	Sue Smith	Cllr Paul Dann	PEOPLE

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- Log Out
- Next
- LPI 409 % Satisfaction ...
- Previous
- LPI 406 % Customer Sat...

Current Performance (Year to Date)

Month	Status	Value	Below Target	Above Target	2009/10 outturn	Comment <small>(Click the Icon to read full comment)</small>
Apr 10/11		28.48%	85.50%	94.50%	74.96	
May 10/11		31.11%	85.50%	94.50%	74.96	
Jun 10/11		29.48%	85.50%	94.50%	74.96	
Jul 10/11			85.50%	94.50%	74.96	
Aug 10/11			85.50%	94.50%	74.96	
Sep 10/11			85.50%	94.50%	74.96	
Oct 10/11			85.50%	94.50%	74.96	
Nov 10/11			85.50%	94.50%	74.96	
Dec 10/11			85.50%	94.50%	74.96	
Jan 10/11			85.50%	94.50%	74.96	
Feb 10/11			85.50%	94.50%	74.96	
Mar 10/11			85.50%	94.50%	74.96	

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View at [75% | 100%]

LPI 425 % Satisfaction with the quality of outgoing E Mails



Collector	Owner	Head of Service	Director	Portfolio Owner	Scrutiny Panel
Rem Heezen	Rem Heezen	Peter Rowbotham	Sue Smith	Cllr Paul Dann	PEOPLE

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- Previous
- LPI 411b Percentage of a...

Current Performance (Year to Date)

Month	Status	Value	Below Target	Above Target	2009/10 outturn	Comment (Click the Icon to read full comment)
Apr 10/11	■	86.75%	85.50%	94.50%	82.86	
May 10/11	■	85.42%	85.50%	94.50%	82.86	
Jun 10/11	■	86.92%	85.50%	94.50%	82.86	
Jul 10/11			85.50%	94.50%	82.86	
Aug 10/11			85.50%	94.50%	82.86	
Sep 10/11			85.50%	94.50%	82.86	
Oct 10/11			85.50%	94.50%	82.86	
Nov 10/11			85.50%	94.50%	82.86	
Dec 10/11			85.50%	94.50%	82.86	
Jan 10/11			85.50%	94.50%	82.86	
Feb 10/11			85.50%	94.50%	82.86	
Mar 10/11			85.50%	94.50%	82.86	

BELOW TARGET
ON TARGET
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