

## Appendix A

### SHORT TERM IMPROVEMENT PLAN

Action Plan as at 31 July 2015

ACTION	Owner	Due Date	Status
<b>PROCESS</b>			
Improved escalation process to be agreed and implemented, and agreed with Delivery Units	Operations Manager	12/06/2015	Complete
Generate an ME escalation mailbox (Barnet.gov.uk) for Members to use to escalate enquiries which have not been dealt with, which is to be monitored regularly and at least daily.	Head of Business Assurance	12/06/2015	Complete
Identify the escalation points for each delivery unit service area with the lead officer and regularly check the accuracy of this list in Service Improvement Meetings on an annual basis for review.	Customer Experience Manager	19/06/2015	Complete
Review the documented Members Enquiries process to reflect process improvements made, produce revised process document & training materials.	Head of Business Assurance	31/08/2015	In progress
Review the Members' Enquiries process with appropriate Delivery Units/ service areas. The process differs by service area and would be more efficient if all Members' Enquiries were managed with a common system.	Operations Manager	14/08/2015	In progress
Ensure completed process improvements are communicated to Members.	Operations Manager	31/08/2015	In progress
<b>TRAINING</b>			
Deliver scenario based training workshop based on actual real life examples and results of training needs analysis to colleagues that manage Members Enquiries. This is part of our regular training regime for staff dealing with Members Enquiries.	Operations Manager	26/06/2015	Complete
<b>PEOPLE</b>			
Review resource allocated and existing skill set within Members' Enquiries team.	Operations Manager	31/08/2015	Open
Organise a visit to the Coventry contact centre for Members to see the Members' Enquiry process and the quality procedures in place.	Operations Manager	30/08/2015	Open
<b>MANAGEMENT INFORMATION</b>			

Review the opportunities to deliver proactive reporting regarding delivery of Member enquiries this will be communicated via CSWG.	Customer Experience Manager	30/08/2015	Open
Provide case data for the weekly customer bulletin.	Customer Experience Manager	31/07/2015	Complete
Conduct additional investigation into Members Enquiries which are reported to have been incorrectly categorised, and give attention to correct categorisation of service requests & FOI with feedback on improvements being made to the operational team.	Operations Manager	30/08/2015	Open
<b>QUALITY MANAGEMENT</b>			
Continued implementation of improved quality management regime into the contact centre which includes all communication channels and services.	Head of Business Assurance	30/09/2015	In progress
Continued monitoring of emails by the Business Assurance team, feedback and coaching to be delivered by the Team Manager, and root cause analysis to be included in Service Improvement Plans. Monitoring includes assessing misdirected enquiries and enquiries which have been incorrectly categorised.	Head of Business Assurance	On-going	On-going
Investigate the use of systems to provide further analysis of Members' enquiries to enhance root cause analysis.	Head of Business Assurance	31/10/2015	In progress
Identify opportunities to improve management information regarding the length of time taken to close cases.	Management Information Manager	31/08/2015	Open

