

CUSTOMER SERVICE REVIEW ACTION PLAN June 07

Obj j	Action	Target Date	Lead Officer	Additional Resources
A	SHORT TERM – NEXT 2 MONTHS			
1	staff in CC - agreed levels and reassigning any additional staff	Quick win - achieved	NP/DP	
2	Quality checking HDC's A-Z of Services	Quick win – achieved	PD/DP	IT/All services
3	CC Admin to create standard packs of information/forms	Quick win - achieved	PD	
4	Team Leader desk move to rear of reception to free up time to 'manage' CC team	Quick win - achieved	DP	IT
5	Pat (Trainer) relocated within CC thus creating spare workstation for administrative work to be carried out	Quick win - achieved	PD	A

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June 07**

6	Councillors' sign in book moved	Quick win – achieved	PD	
7	One member of staff starting at 8.20 to enable all systems to be opened, thus ready for first caller	Quick win - achieved	DP	
8	White board in the CC to be used for 'urgent messages & communications'	Quick win - achieved	PD/DP	
9	Quote obtained for wall mounted display unit	Quick win - achieved	NP	Depot/HR
10	Improve communications/information received from Depot	Quick win – ongoing	DP/DP	Malcolm Harris
11	New, 'clearer' Payment desk sign in reception	Quick win - achieved	PD	
12	Additional sign in reception			

CUSTOMER SERVICE REVIEW ACTION PLAN
June 07

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B	MEDIUM/ LONG TERM			
	1 Garden Waste system - integration into Lagan		PD	Depot/IT/Lagan
	2 Bulky Waste/Clinical & Sharps programmes - integration into Lagan		PD	Depot/IT/Lagan
	3 Future development of Staff skills		DP	HR
	4 Bringing new services into the CC		NP/DP	Lagan/IT/Services