

CONTACT CENTRE ACTION PLAN**Appendix C**

Area	Action	Who	When	Comments
Council Tax	Outsource Council Tax backlog. Engage Meritec.	Contract: Lorraine M Monitor quality / output : Steve H/ Kate H	Start w/c Jan 4th	Backlog under control before annual Council tax billing. Reduction of backlog will reduce calls chasing action on correspondence and improve accuracy of recovery action.
Case Management	Mitigate peaks in call volumes by managing outbound mail better and where possible avoiding large batches of letters	Kate H	Jan 2016	Work is being undertaken to move Council tax outbound mail to Synertec. As well as saving on cost this will allow us to send batch mailings (reminders) on a daily basis
Contact Centre	Staff training	Anita L	April 2016	Ensure all permanent members are staff are trained to take Council Tax and Non Domestic Rate Calls. Ensure face to face staff at Kilworthy are able to provide support to Contact Centre during busy periods eg starting to provide support for Council Tax and Waste. Possible switchboard cover in the future.
Contact Centre	Work with CM and Commercial Services to produce an annual timetable to ensure we can prepare in advance for when extra resources are required.	Anita L / Kate H	Jan 2016	Additional resources may be 'borrowed' from other areas e.g. Case Management or Localities, alternatively temporary staff could be used. Leave requests can also be managed as much as practicable.
Communications	Work with Communications to ensure that we are keeping customers updated on issues, call peaks etc. via social media and the website	Anita L / Lesley C	Jan 2016	Call volumes can be reduced just by keeping customers better informed of current issues
W2	Council Tax Portal to go-live	Transition team	February 2016	Go-live of integrated processes in the portal will reduce incoming calls and post. Online Direct Debit a priority for Council Tax.
W2	EH and remaining waste processes to go-live	Transition team	February 2016	This will reduce demand as once a process is in W2 then customer will receive regular updates by text or email. Aware that some processes will shift work either from Contact Centre to Case Management or vice versa so this will

				need to be managed carefully. Legacy waste systems removed from contact centre.
Contact centre	Review the telephone statistics that are used to measure performance	Anita L	Sep 2016	Ensure they are still relevant and reflect what is important to the customer. At the moment unable to change the parameters and amend reports, with new telephony should be able to tailor the stats to the new way of working.
Contact Centre	Amend the greeting messages to provide information regarding the portal and website services	Anita L/ Lucy T	January 2016 - ongoing	This is already done but as more processes are available online ensure messages are regularly refreshed and channel shift customers away from phone lines.
Contact Centre	New telephony	Anita L/Shane Carpenter	July 2016	This will give us more control over the reporting without the need to contact an outside firm or IT. Will enable the Contact Centre to interact with Lync allowing seamless transferring of calls to Case Management, speeding up call transfer. Added functionality will increase flexibility and fit better with new way of working. Will allow us to advise customers of their place in the queue.
Case Management /Commercial Services	Failure demand analysis.	Kate H, Drew P, Jane Savage	Jan 2016	Targeting calls which are a result of failure demand. Reduced backlogs should reduce calls into the Call Centre. External companies being used for Council Tax & Planning to reduce the backlog. Commercial Services are reviewing the blue sacks for SH to either go to a re-useable bag or annual deliveries to reduce the calls coming into the Contact Centre.
Case Management	Training in areas where there is a lack of expertise at present.	Kate	Feb 2016 - ongoing	Continued cross training of case managers to provide resilience. Ensure all areas are covered and all processes completed within their time-frame.