

### APPENDIX A - SERVICE IMPROVEMENTS

Improvement	Why	How	Outcome	Lessons learnt
Additional FAQs added to the Private Water Supplies appointment letters. Why we ask to sample from an inside tap? How to make payment?	To provide Customer with the information they require at initial stages.	Letter amended.	Reduce contact from customers	Consider other letters issued and information that is provided to customers at initial stages
Planning Site Notices, reduction in amount of paper being printed and site Notice placed inside wallet prior to handing over to MLOs.	To reduce the amount of paper wastage	Double sided printing and site notice fully prepared for the MLOs to save printing spares	Reduction in paper used. 2 sheets per Site Notice, 100s of sheets of paper saved each year.	Consider what is required to be printed
Lottery Registration Forms updated on website	Noticed initial page of lottery registration form was missing from the website	Amended pdf and updated website	Correct registration form submitted	Check website when amendments made (this was due to the form being updated but not checked when released to website)
Food Hygiene Improvement Notice - Actions diary template amended, letters added to APP to improve efficiency	To aide the Specialists when serving improvement notices. Letters pre-populated with food business details, thus saving Officer time.	Made suggestions, amended APP action diary and attached letters to the relevant action diary codes	Saved Officer time. Efficient work practices	Specialists to have an input into improvements with internal process.
Animal Licence Register published online	To release information to the public. To save time answering FOIs requests.	Animal Licence Public Register spreadsheet created. Natalie Dakin added to webpage	Reduction in time answering FOIS	Public Licence Register should be available, not possible at present due to corrupt data with APP system. (see improvements needed)
Benefit Chasing e-mails are now being assigned to the Benefit Duty Case Manager tray and being picked up in 1 -2 days	Previously they were being attached to the existing process and left in the Benefits Case Management Tray and not being looked at for weeks	Matters was discussed at the TMM	Enquiries and not being processed quickly and prevents repeat calls. Far better service to our Customer.	It is necessary to have an escalation/high priority tray.

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Additional text added to the Q&A within the Council Tax Customer Portal.	The question asks 'when am I next due to make a payment?' the answer links through to Northgate and pulls through from a field in NG. If this enquiry is made on the instalment due date, that instalment has already become due so will show the next instalment due.	Amended the text within the Q&A to read When am I next due to make a payment? This is the next payment due according to your current instalment calendar. It does not take into account any instalments you have missed, payments made in advance or	Clearer guidance for our customers by updated the Q&A	Consider feedback from customers and if possible amend text to clarify.
PWS failure re-test letters created and attached to APP action diary template	Created 2 letters to send to customers after a PWS sample failure. This is to ensure customers have taken measures to improve their water supply and to arrange for a re-test	Created 2 x letters and attached to APP action diary template to automatically generate	Ensures that CM do not miss contacting the customer to check if they have taken measures to improve their water supply. Reminds customers of the importance of taking measures to improve their water quality	Consider having other letters to follow up customer actions ( to be used when cannot contact via telephone)
EH Grant templates all looked at in detail and updated, letters & memos to customers/stakeholders updated	To aide Case Managers and ensure customers have direct contact details at the outset to avoid additional calls into the contact centre	Set time aside to go through all the Grant templates as processes had changed since last looked at.	This should save officer time and reduce calls to contact centre	To update templates when processes change / error noticed or from feedback from customer/stakeholder
Ensure that Notes are added to Debtors and Creditors accounts when there is contact from Customer or more relevant information available.	To ensure all information is recorded for all to see so that the correct decision can be made for debt recovery also when a customer calls in the whole picture is there to see.	Team reminded to add to the notes pages with all relevant information, followed up in email.	This should ensure customer queries can be actioned at the first point of contact.	If notes are not up to date incorrect information could be given to the Customer.

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SSCM deal with lots of internal customer so it is important to sign off emails with your name so that colleagues know who to contact when they get an email	emails being sent from generic email boxes without the name of who is sending, this means that they don't know who to talk to if needed also colleagues within the team who also deal with the same mailbox wont know who has actioned. It is not good for our "internal" customers	Need to add name to email and set up generic signatures with mailbox details for all of the mailboxes managed, we don't want to be a faceless authority.	Team will know who has actioned something so they know who to ask, colleagues will be able to talk to that person and customers will not think of us as a faceless authority, timw saved chasing around to find out who dealt.	
WD Adelante receipts were providing the wrong email address	Providing wrong information to customer	Call logged with Adelante and resolved	Now contains correct address	Possibly missed in original testig - remember to test all functionality for both Councils (as SHs was correct).
EH Housing CM changed rota	With one person on duty calls were being missed	All the team are now in the hunt group		
Adelante training for EH CM	Calls were being handed back to CST to make payment		payments can be taken by EH CMs, including during face to face meetings with taxi drivers	
New Food Business registration Letter set up.	Unable to contact new food business operators whose business are home based. Caused additional work having to call customers to arrange a home food inspection visit.	Produced a home visit appointment letter. Sally configured to INU in APP	Letter now set up enabling better communication with customers	Think about how we contact customers and any difficulties communicating with them
Animal Licensing webpage updated to include pre-inspection checklists	To enable the customer to have pre-knowledge of what is required at time of inspection and to reduce the risk or re-inspections	Uploaded a checklist on the website for each type of activity	now set up	

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Taxi rank inspections being carried out across SH & WD	To carry out checks on the taxi ranks, spotting any potential issues with taxis early on and to build good working relations between the Councils and taxi trade	Taxi Rank Inspection checklist created , MLOs carry out inspections		
Taxi Driver medicals	Clearer understanding of Driver medical dates since the policy change, enabling CMs to give accurate information to taxi drivers	Additional training provided and the APP records being updated with correct dates	less errors being made when sending out driver renewals and accurate information being passed to taxi Drivers	Ensure adequate training provided when policies changed.
New online process for applicants/agents to submit documents to validate application – customer came back confused as to how to use as couldn't find the link online.	Spoke with customer and found out issues – wording in email to customer has now been amended to explain hidden link and they must click the link	Need to sense check with someone who is not so ict literate and who doesn't know about planning so we don't assume people know. Futher changes also been made to web	fewer questions from customers and documents submitted more quickly and efficiently. Documents index directly to W2	Need to sense check with someone who is not so ict literate and who doesn't know about planning so we don't assume people know.