Action Plan

Action Point	Target Date	Comments
Carry out an initial review of transactions in all service areas	June 2005	Achieved – 168 services identified
80% of callers to have their query, or request for service, dealt with at the first point of contact	March 2007	On target
Customer Services survey to the Citizens Panel	February 2006	
Review current complaints procedure and develop Compliments, Comments and Complaints procedure	August 2005	Achieved. New procedure approved
Regular service-level customer satisfaction/feedback surveys.	Jan/April/July/Oct 2006	Results will be reported to F&M on a quarterly basis.
Publish Service Charters	July 2006	
Publish a Customer Care Policy.	March 2006	
Provide an out of hours telephone service	March 2007	
Publicise information about how and where to contact the Council	July 2006	
Ensure that all customer reception points offer unrestricted access for people with disabilities;	January 2006	Work in progress
Provide loop systems to aid people with hearing impairments;	January 2006	Work in progress
Offer service information available in a range of formats, including Braille, audio-tape, large print and languages other than English	July 2005	Achieved

Action Point	Target Date	Comments
Offer the facilities for enquiries and conversations to be held in confidence	January 2006	Work in progress
Up-grade our telephone communications	January 2004	Achieved
Install a CRM system	March 2004	Achieved
Develop internet based services ultimately providing for all appropriate transactions to be capable of internet application	March 2007	Work in progress
Launch new corporate image	January 2006	

Corporate Identity Guidelines

Corporate Services

South Derbyshire District Council

INVESTOR IN PEOPLE

South
Derbyshire
District Council

Officer name
Officer title
South Derbyshire District Council
Civic Offices, Civic Way,
Swadlincote, Derbyshire DE11 0AH

Please ask for: Officer name
Phone: (01283) 000000
Fax: (01283) 000000
Minicom: (01283) 228149
DX 23912 Swadlincote
e-mail:officer.name@south-derbys.gov.uk

Our Ref:
Your Ref:
Date: