stone Key: Not Achievable Might Be Achievable Achievable ings Opportunities Identified Customer Service Programme - YR2 Timeline	COLOUR KEY				NEW IDEA				CANDIDATE				RELEASED				CKED	
Achievable		PLANNED (ND)			PLANNED (DISCOVERY)				IN PROGRESS				COMPLETED ITEM					
						2	2023								2024	1		
Customer Service Programme - YR2 Timeline		Q4			Q1			Q2			Q3			Q4			Q1	
	JAN	FEB	MAR		MAY				SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR N	IAY	J
Delivery in conjunction with implementation of the program Anagement ; as well as user research with engaged service area		Children	commen & Fami	idations lies and		nities id iocial Ca	entified i re ; con	from YI tinued o	nboardir									
Complaints Analysis: visibility, reporting and assist to fix			_		s: visibilit			_										
Accessibility: Ensuring accessibility of services			Ac	cessibi	lity: Ensui	ring acce	essibilit	y of serv	vices									
Connecting our Teams: Customer Service Champions					Connec	ting our	[.] Teams	: Custo	mer Serv	ice Cham	pions		1					
communicating Change: Annual Service Communications Plan							Cor	nmunico	ating cha	nge								
Easy Searching: Google search functionality for right service provider	Easy S	Searchin	a	_														
ignposting for you: Top 50 Non-BCC Service Requests		sting for	_															
Dur Contract with you: Customer Charter	Our (Custome	er Charte	ar 🔪														
community Hubs: Property review/community hub locations	Comm	unity Hu	ıbs															
lelping stay on top of things: Simple Appointment Reminders		Sim	nple App	Remino	lers													
iving you a voice: Customer Service Panel			_		Cus	tomer Pa	anel											
esting our services: Mystery Shopper Teams	Myster	ry Shopp	er 🔪															
peeding up your frequent tasks/Digital to promote healthy festyles: Digitising Top 50 Service Requests	Dig	gitising T	Top 50 B	CC Req														
ietting our information right: Web Content Governance & Strategy doption	_	_				_	Gettin	g our inj	formatio	n right								
Owning Customer Service: Customer Standards Workshops	Owning	g custon	ner servi	ice: cust	omer star	ndards w	vorksho	os										
One View of You: Sharing data safely across Top 10 service areas		One Vie	ew of Yo	u														
ietting ahead of demand: Working smarter/pre-empting demand cross Top 10		Pre-	empting	deman	d Top 10	٠												
Ceeping you informed: Top 5 activities you want to know about	Top 5 Kee	ep Inform	ned	2														
tedesign our customer service set up: Support Team for Top 50 iervice Requests	Sup	oport Te	am for T	Гор 50 S	ervice Red	quests												
sking you to help out: Citizen Digital Technology Trial					Ci	tizen Teo	ch Trial											
ingle Front Door: Onboard services to Contact Centre								Single Fr	ront Door							_		
peeding up frequent tasks: Tell Us Your Info Once - sharing data afely		Tell L	Js Your I	Info Ond	e													
<pre>rersonalised service alerts/reminders: Automated reminder exts/emails based on user preference</pre>	Perso	onalised :	Service A	Alerts/R	eminders													
ector-leading Customer Service: Centre of Excellence			Cen	tre of E.	xcellence													
Inblocking Services: Process review to remove unnecessary steps			-		Unblo	ocking se	ervices											
Inderstanding you: Use of open data to understand customer needs					Understa	nding yo	u/Use o	f Open I	Data				-					
ocated together for you: Supporting user needs co-locating with ther service providers			Locat	ed toge	ther for y	ou/co-la	ting wit	h other	service p	roviders			-					
vointing you to services: Automating messages for Top 20 related					Po	ointing y	ou to se	ervices -	automat	ing messo	iges for To	p 20 relate	ed service:					