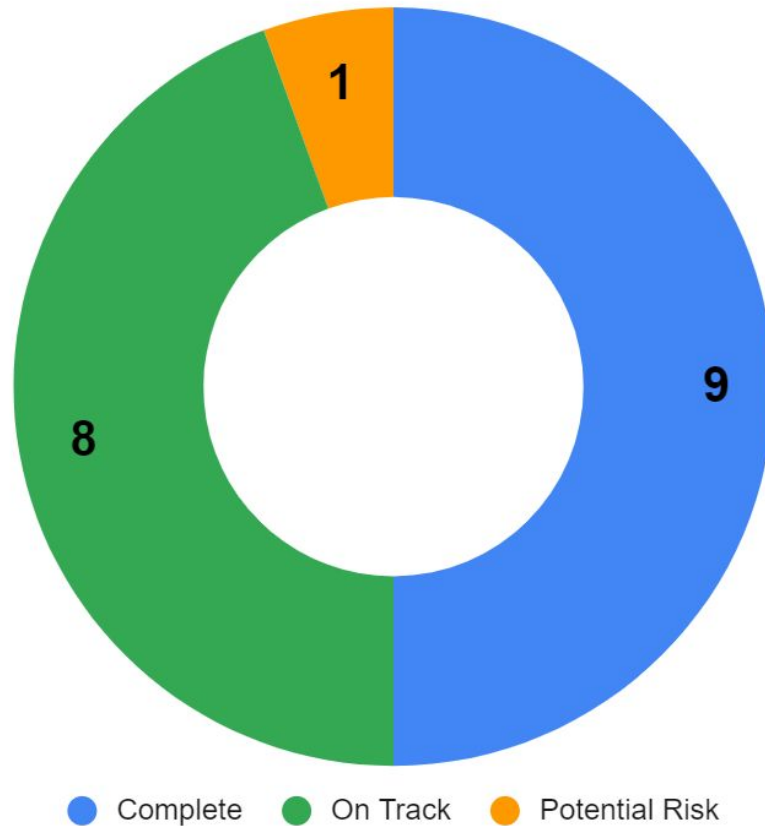


Commitment Tracker



Overview : last six months

Our “**Effortless**” customer services programme has driven a wide range of improvements in how we support our customers. There are now **45 customer champions** across the organisation, helping deliver a range of improvements and working to meet our new **Good Service Standards**. Training has been developed for complaints handling, plain english and good customer service, and customer satisfaction ratings in the contact centre are very high, with **94%** feeling their query was handled fairly, and **98%** reporting our agents as dealing with them politely. The percentage of calls answered has markedly improved, supported by the delivery of **online self service** in several areas.

Our digital team has worked well with service areas to deliver online services, notably a new improved **garden waste service**, accompanied by a number of improvements to **route optimisation** and delivery scheduling that have significantly supported the transition to **alternative weekly collections**. Take up of the Adur Homes repair service has improved with increased promotion, and the Revenues & Benefits transformation programme has made good progress with a text message payment reminder service about to launch.

A **garden waste advertising campaign** has been very successful, tied in to the launch of the online service, with sales on course for 100 new subscriptions in November alone.

Both Councils' **Strategic Property Investment Funds** have well exceeded their income targets, and in 2018/19 **procurement savings of £356,000** were delivered, substantially exceeding the £200,000 per annum target.

Platform Highlights : last six months

- **Online garden waste service** launched, allowing rolling 12 month subscriptions and online payment.
- **Website refresh** project launched with customer research phase underway.
- Garden waste **advertising campaign** launched, successfully increasing sales.
- Continued successful delivery of the **strategic property investment fund**.
- Successful development of the **budget strategy for 2020/21**.
- National leadership of a project to develop a **service design apprenticeship**, across private and public sectors

Challenges

- We will focus on the development of a **strategic asset management**

plan, enabling longer term planning for the improvement and maintenance of our estate.

- Developing further approaches to **digital inclusion** to accelerate uptake of online services.
- Maintaining the higher levels of service achieved in 2019 in the **contact centre**, in the context of budget savings requirements.

Future Focuses

- Increased focus on our **commercial services**, business development, sales and marketing.
- Further focus on developing our **SameRoom service design** practice and methods, helping services undertake customer-centred service change.
- Creation of a **Facilities Management procurement framework**, establishing a stable of accredited suppliers to support facilities management across Adur Homes, corporate, commercial and community properties.
- Development of a **strategic asset management plan**.
- Delivery of the **Effortless** customer service improvement programme.

- Deeper implementation of our **CRM** (customer relationship management system) is needed to improve visibility of progress in the contact centre. This work is underway.
- Development of a single **digital asset management system** for use by multiple teams to improve efficiency of fieldwork, issue reporting, data management and access.
- Full implementation of a new **HR & Payroll system**
- Delivery of a **new public website**, increasing accessibility to our new online services.