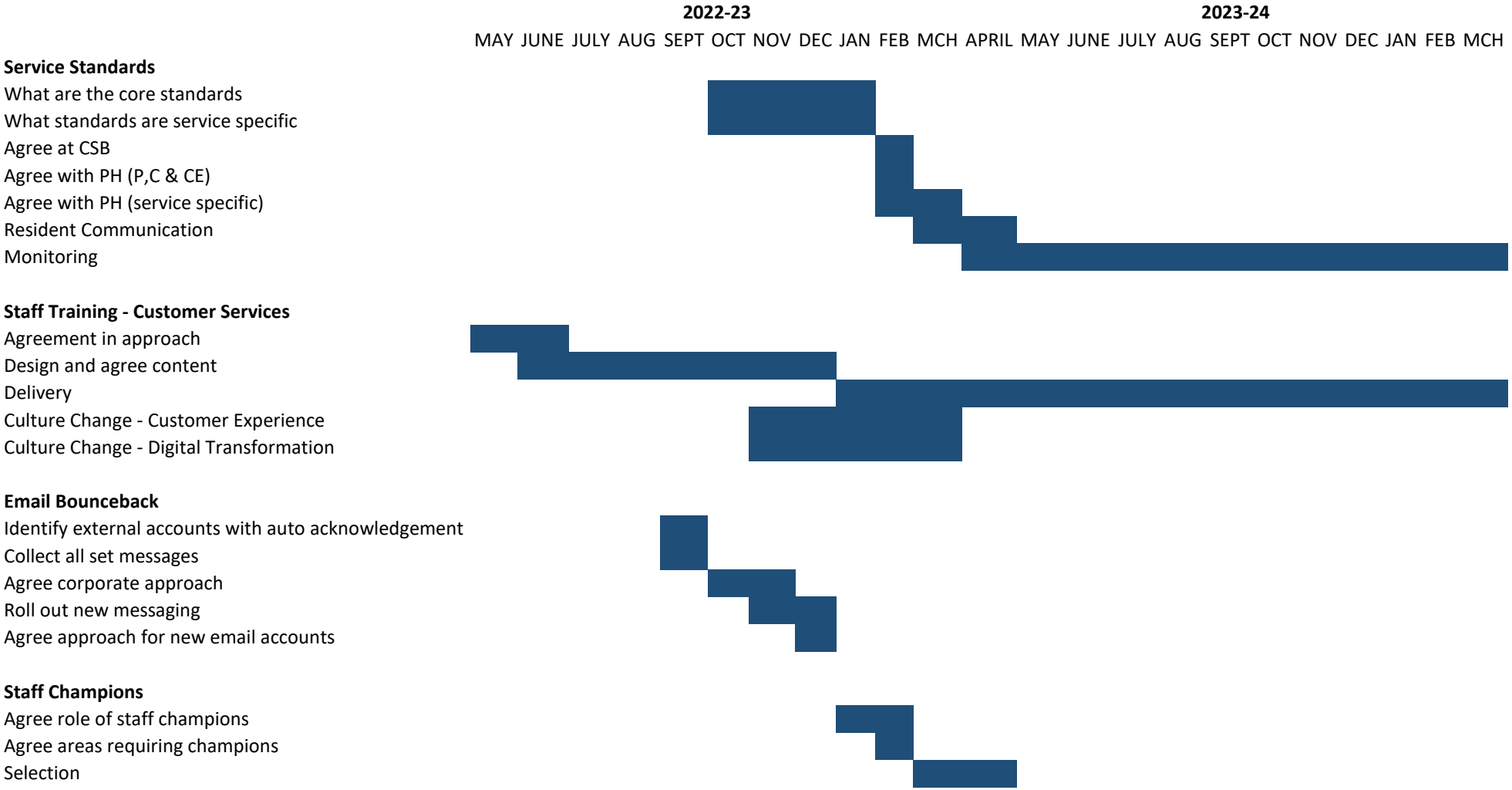
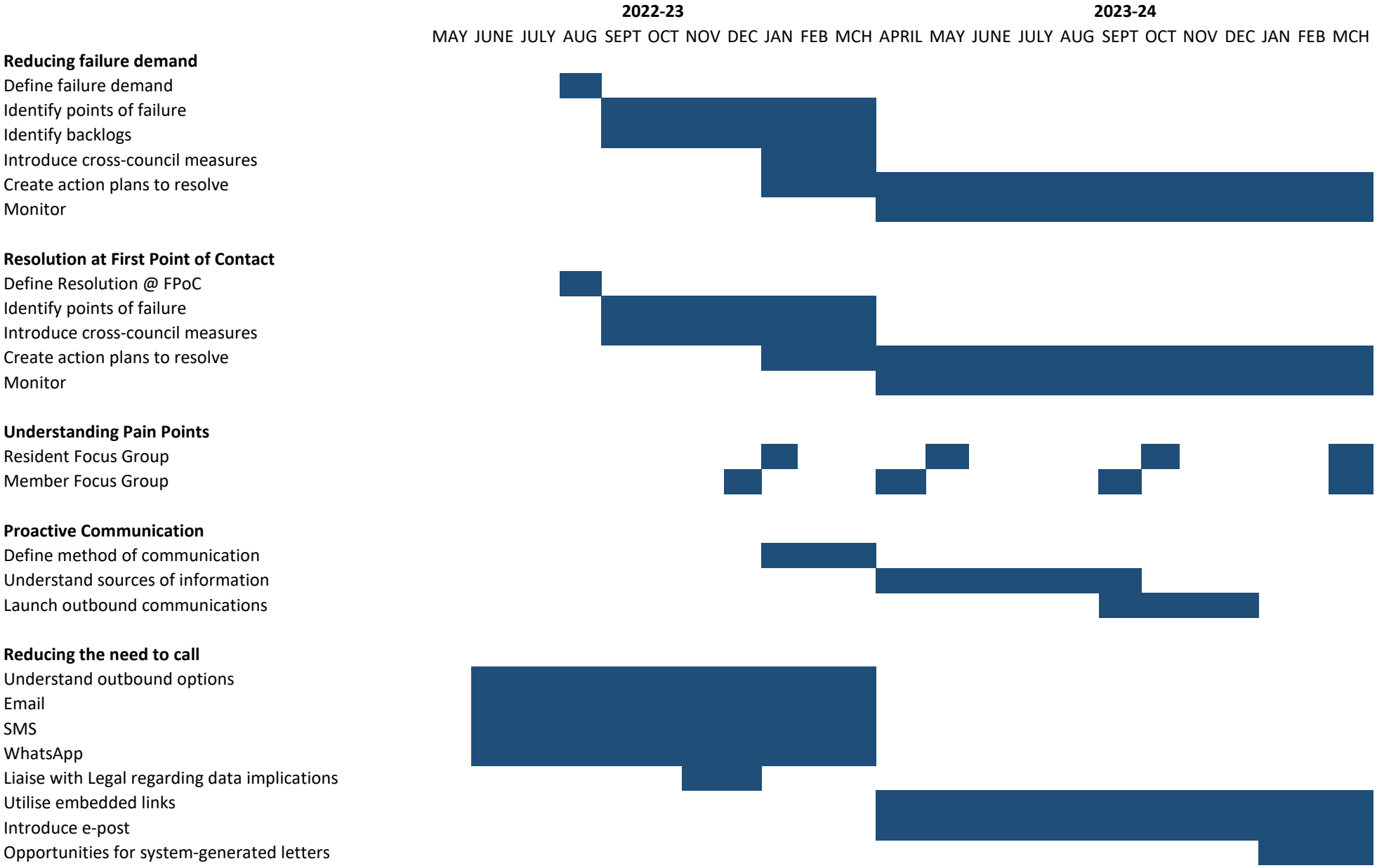
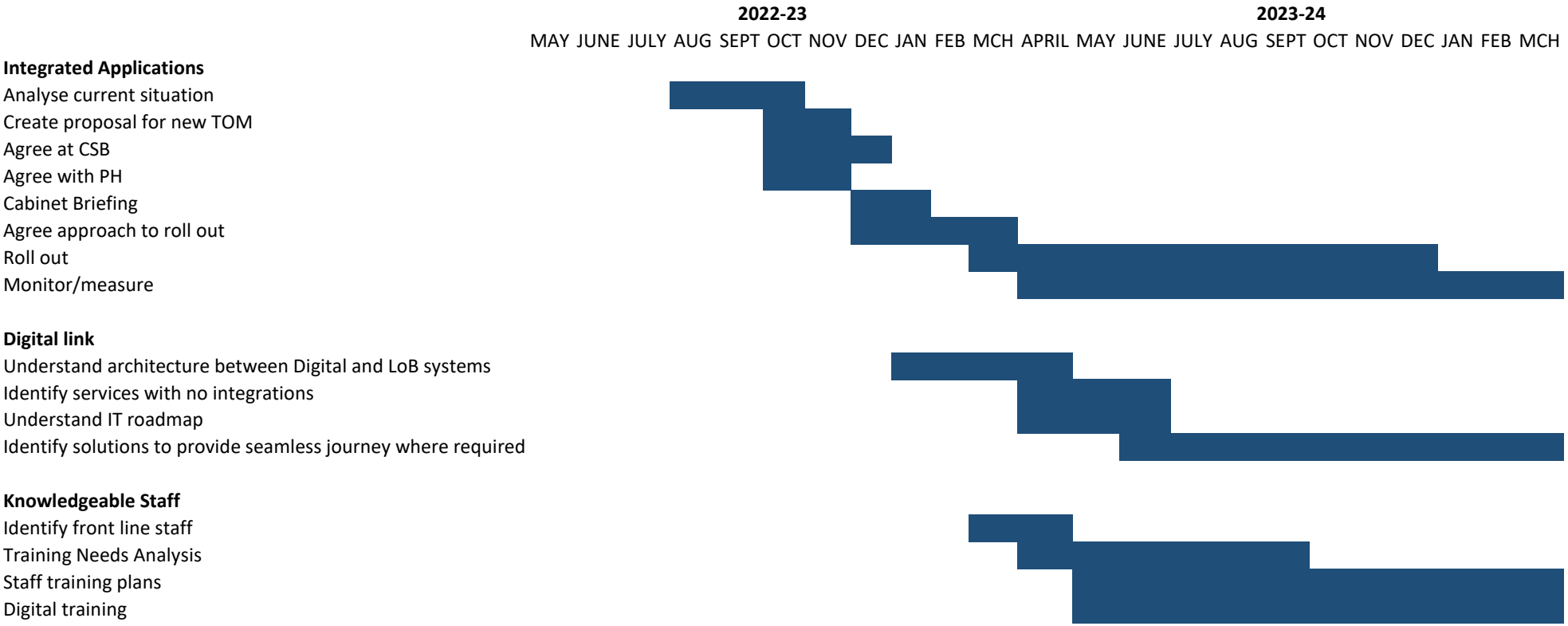
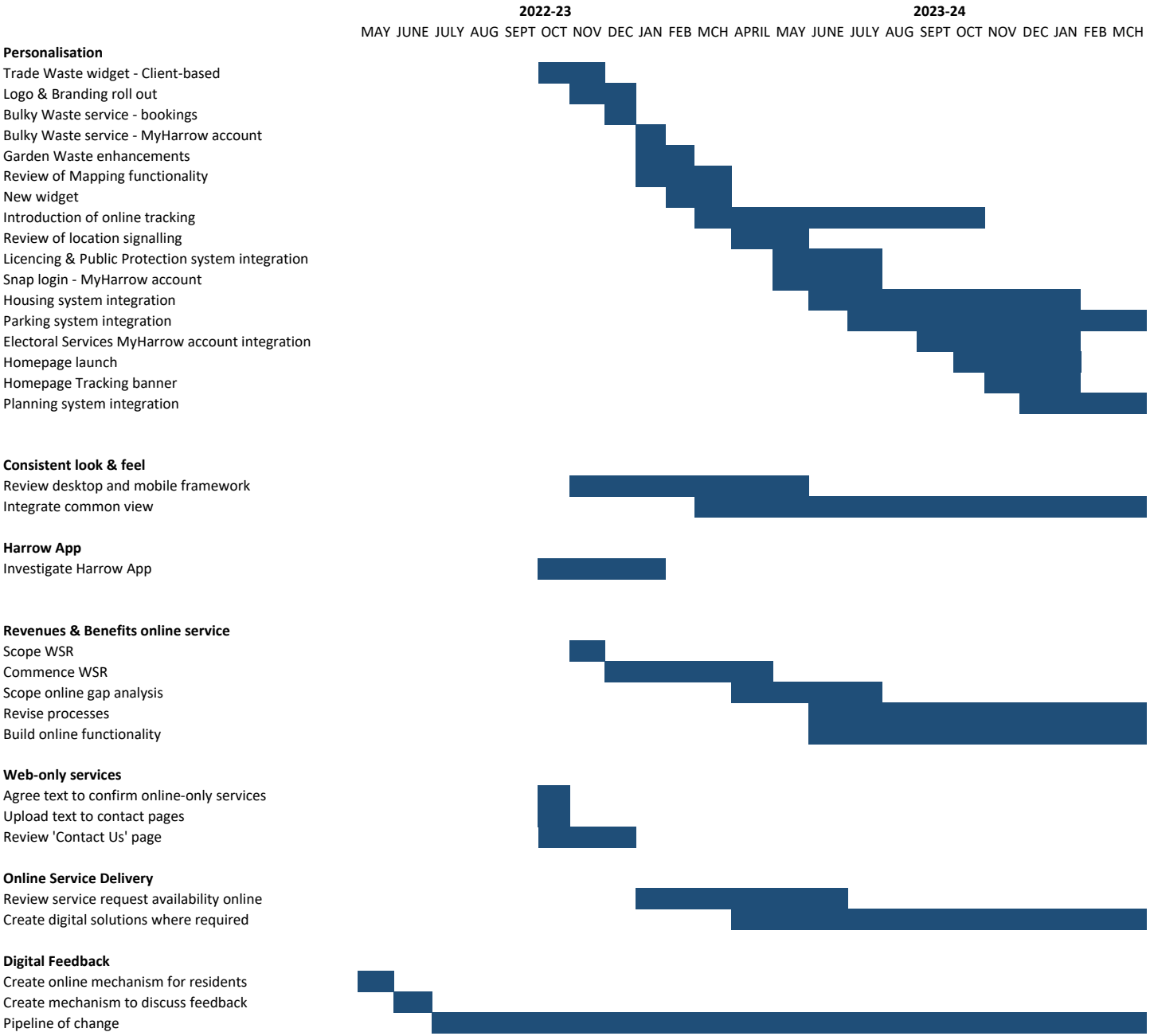
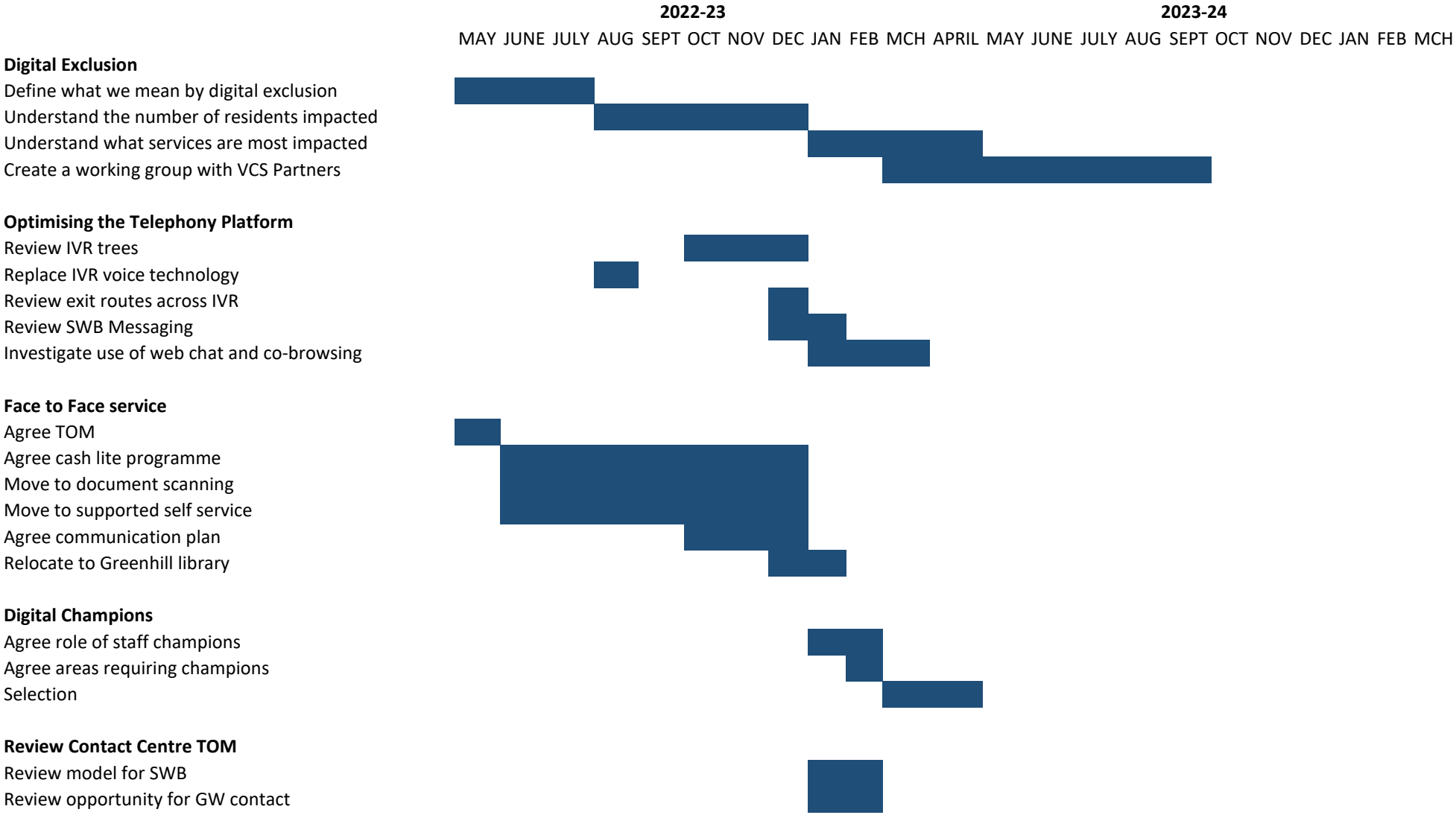
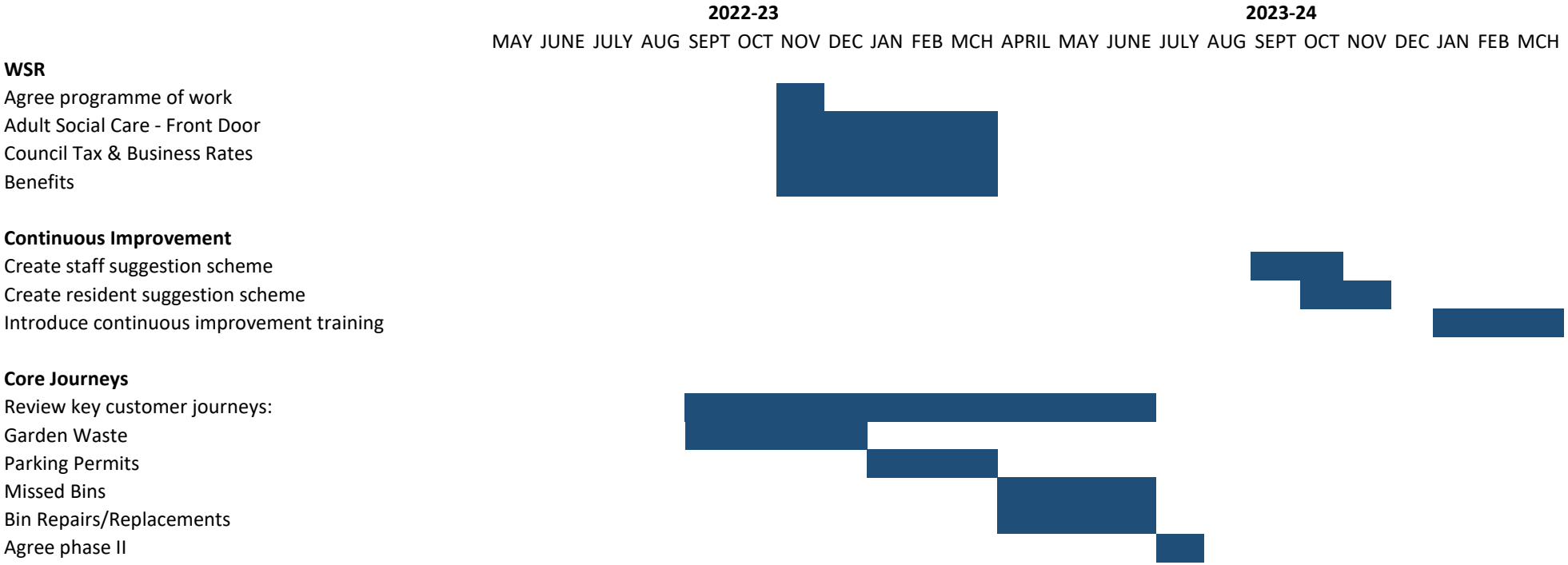

2022-23
2023-24
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
Service Standards
What are the core standards
What standards are service specific
Agree at CSB
Agree with PH (P,C & CE)
Agree with PH (service specific)
Resident Communication
Monitoring
Staff Training - Customer Services
Agreement in approach
Design and agree content
Delivery
Culture Change - Customer Experience
Culture Change - Digital Transformation
Email Bounceback
Identify external accounts with auto acknowledgement
Collect all set messages
Agree corporate approach
Roll out new messaging
Agree approach for new email accounts
Staff Champions
Agree role of staff champions
Agree areas requiring champions
Selection


2022-23
2023-24
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
Reducing failure demand
Define failure demand
Identify points of failure
Identify backlogs
Introduce cross-council measures
Create action plans to resolve
Monitor
Resolution at First Point of Contact
Define Resolution @ FPoC
Identify points of failure
Introduce cross-council measures
Create action plans to resolve
Monitor
Understanding Pain Points
Resident Focus Group
Member Focus Group
Proactive Communication
Define method of communication
Understand sources of information
Launch outbound communications
Reducing the need to call
Understand outbound options
Email
SMS
WhatsApp
Liaise with Legal regarding data implications
Utilise embedded links
Introduce e-post
Opportunities for system-generated letters


2022-23
2023-24
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
Integrated Applications
Analyse current situation
Create proposal for new TOM
Agree at CSB
Agree with PH
Cabinet Briefing
Agree approach to roll out
Roll out
Monitor/measure
Digital link
Understand architecture between Digital and LoB systems
Identify services with no integrations
Understand IT roadmap
Identify solutions to provide seamless journey where required
Knowledgeable Staff
Identify front line staff
Training Needs Analysis
Staff training plans
Digital training


2022-23
2023-24
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
Personalisation
Trade Waste widget - Client-based
Logo & Branding roll out
Bulky Waste service - bookings
Bulky Waste service - MyHarrow account
Garden Waste enhancements
Review of Mapping functionality
New widget
Introduction of online tracking
Review of location signalling
Licencing & Public Protection system integration
Snap login - MyHarrow account
Housing system integration
Parking system integration
Electoral Services MyHarrow account integration
Homepage launch
Homepage Tracking banner
Planning system integration
Consistent look & feel
Review desktop and mobile framework
Integrate common view
Harrow App
Investigate Harrow App
Revenues & Benefits online service
Scope WSR
Commence WSR
Scope online gap analysis
Revise processes
Build online functionality
Web-only services
Agree text to confirm online-only services
Upload text to contact pages
Review 'Contact Us' page
Online Service Delivery
Review service request availability online
Create digital solutions where required
Digital Feedback
Create online mechanism for residents
Create mechanism to discuss feedback
Pipeline of change


2022-23
2023-24
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
Digital Exclusion
Define what we mean by digital exclusion
Understand the number of residents impacted
Understand what services are most impacted
Create a working group with VCS Partners
Optimising the Telephony Platform
Review IVR trees
Replace IVR voice technology
Review exit routes across IVR
Review SWB Messaging
Investigate use of web chat and co-browsing
Face to Face service
Agree TOM
Agree cash lite programme
Move to document scanning
Move to supported self service
Agree communication plan
Relocate to Greenhill library
Digital Champions
Agree role of staff champions
Agree areas requiring champions
Selection
Review Contact Centre TOM
Review model for SWB
Review opportunity for GW contact


2022-23
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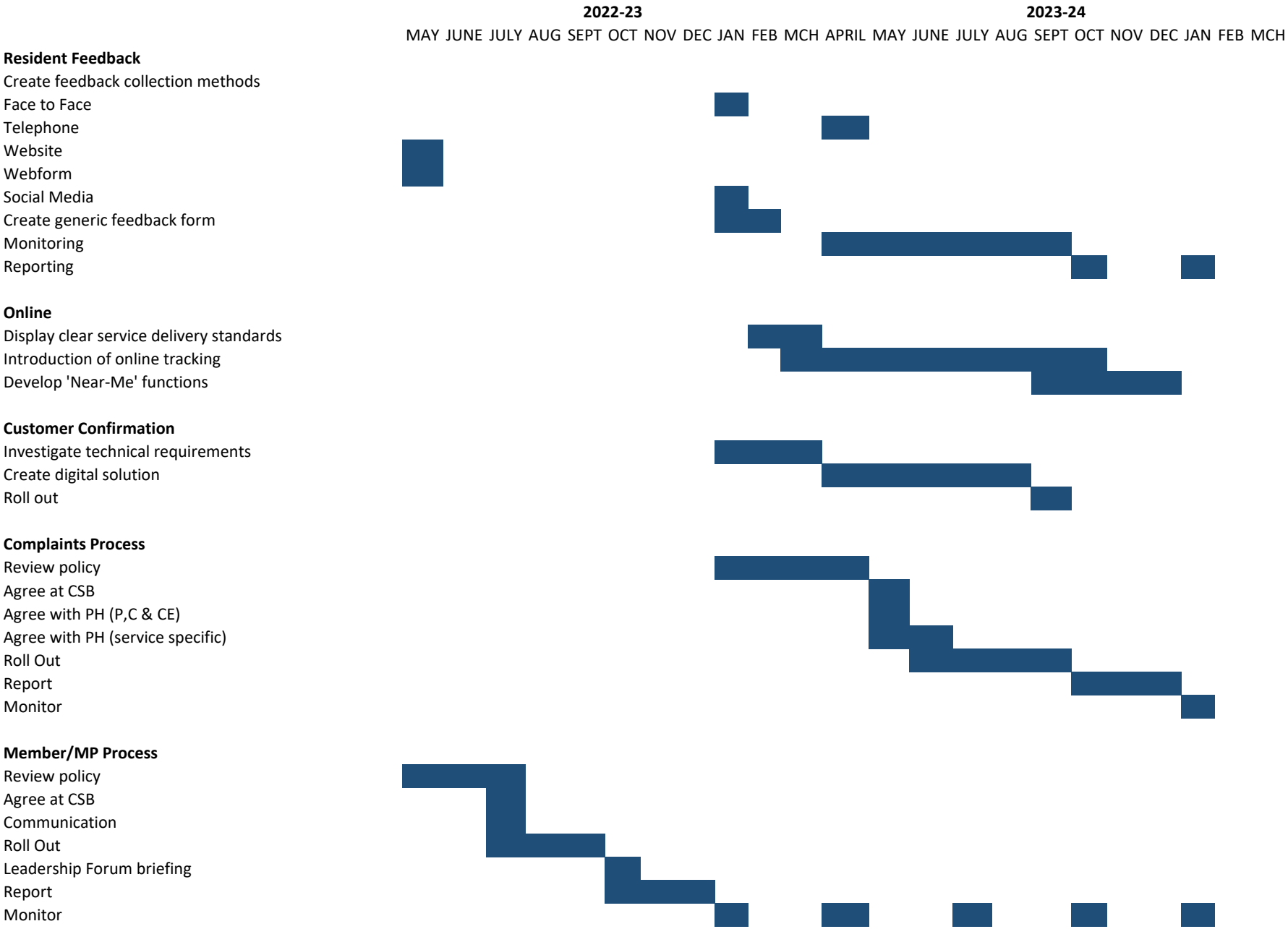
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
WSR
Agree programme of work
Adult Social Care - Front Door
Council Tax & Business Rates
Benefits
Continuous Improvement
Create staff suggestion scheme
Create resident suggestion scheme
Introduce continuous improvement training
Core Journeys
Review key customer journeys:
Garden Waste
Parking Permits
Missed Bins
Bin Repairs/Replacements
Agree phase II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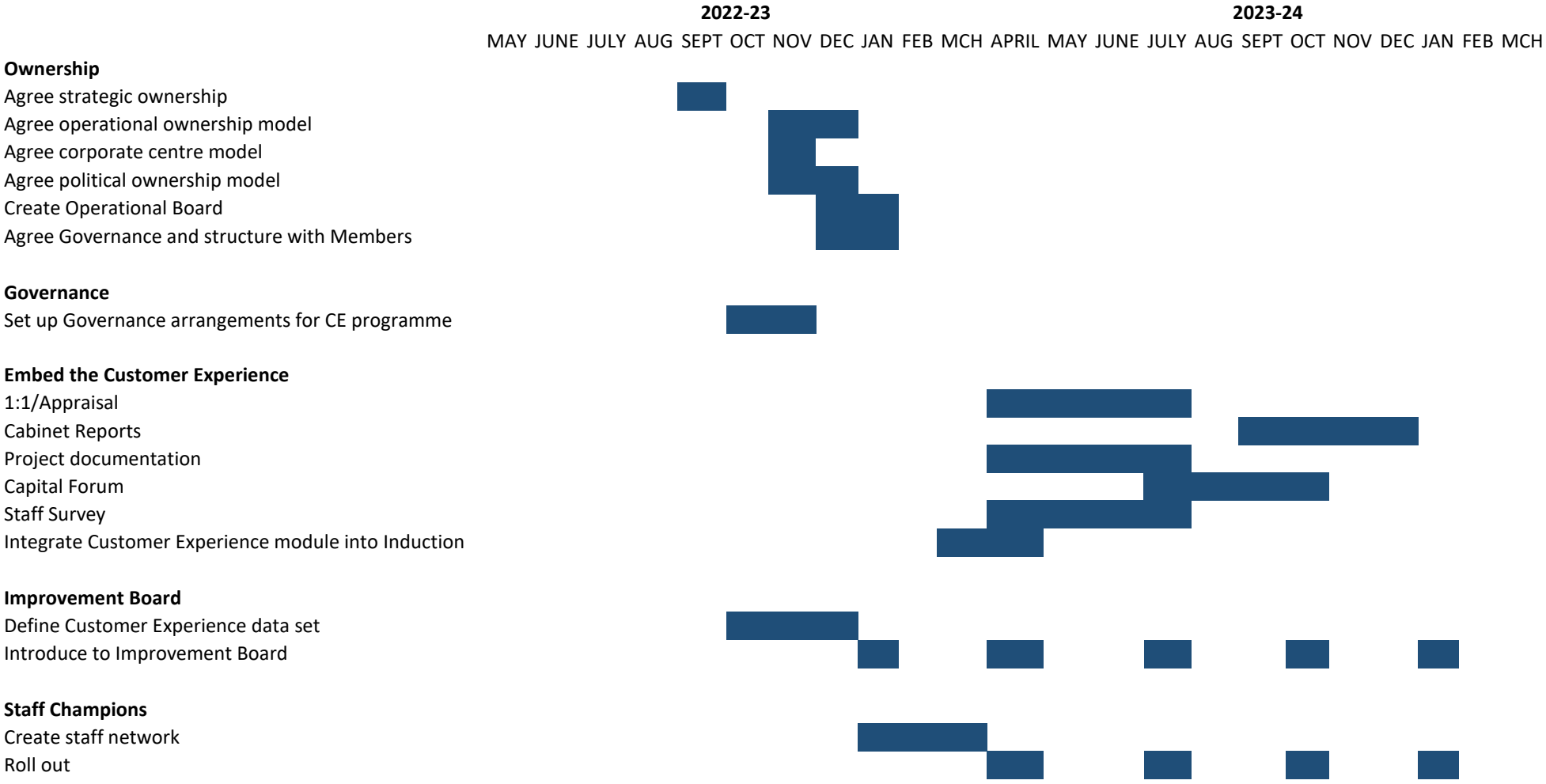
MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH APRIL MAY JUNE JULY AUG SEPT OCT NOV DEC JAN FEB MCH
Resident Feedback
Create feedback collection methods
Face to Face
Telephone
Website
Webform
Social Media
Create generic feedback form
Monitoring
Reporting
Online
Display clear service delivery standards
Introduction of online tracking
Develop 'Near-Me' functions
Customer Confirmation
Investigate technical requirements
Create digital solution
Roll out
Complaints Process
Review policy
Agree at CSB
Agree with PH (P,C & CE)
Agree with PH (service specific)
Roll Out
Report
Monitor
Member/MP Process
Review policy
Agree at CSB
Communication
Roll Out
Leadership Forum briefing
Report
Monitor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Ownership
Agree strategic ownership
Agree operational ownership model
Agree corporate centre model
Agree political ownership model
Create Operational Board
Agree Governance and structure with Members
Governance
Set up Governance arrangements for CE programme
Embed the Customer Experience
1:1/Appraisal
Cabinet Reports
Project documentation
Capital Forum
Staff Survey
Integrate Customer Experience module into Induction
Improvement Board
Define Customer Experience data set
Introduce to Improvement Board
Staff Champions
Create staff network
Roll out

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Revenues & Benefits online service
Scope WSR
Commence WSR
Scope online gap analysis
Revise processes
Build online functionality

WSR
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Council Tax & Business Rates
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