

Appendix D: Three year programme plan 2016/19

Quarter 4 2015\2016 we aim to deliver:

- * Plan Customer Services Digital Offer migration for two new sites as part of the TNS proposals
- * CRM Stage 1 live
- * Replacement Compliments, Comments & Complaints administrative system and now managed within the new CRM system
- * During March\April 2016 we will recruit a Channel Shift Transformation Team

Quarter 1 & 2 2016/17 we aim to plan and deliver:

- * Migrate Customer Services Digital Offer migration for two new sites as part of the TNS proposals
- * we will introduce a new customer portal "My Leicester"
- * we will introduce online booking of appointments for Council
- * explore replacing the ticketing system at Granby street
- * Implementation of Customer Service social media feed, webpage and remote webpage assistance
- * Integrate with Biffa and CRM
- * Soft market test for a replacement Automated Call Distribution (ACD) IT system.
- * Commence managing staffing reductions in Customer Services

Quarter 3 and 4 2016/17 we aim to plan and deliver:

- * Plan and deliver a fourth Customer Services Digital Offer as part of the TNS North East proposals.
- * Issue tender for the replacement Automated Call Distribution IT system.
- * Plan integration with Housing Repairs and CRM
- * Plan integration with Uniform and CRM
- * Plan integration with ONE and the CRM
- * Customer contact data / customer insight delivered for Customer support for the first six months of operation.

- * Data monitoring of the Channel Shift for the first six months will be released
- * Ping-it payment promotion designed
- * Plan and execute Granby Street redesign
- * Install mobile phone power charges at Granby Street late 2016.
- * Pest control contact digitalised
- * Registrars digitalised
- * Funerals, burials & Crematoriums digitalised
- * Licensing digitalised
- * Plan and design web chat and remote webpage assistance Live
- * Housing Repairs integration live in Customer Services
- * Parking digitalised
- * Ping –it payment live

Quarter 1 - 3 April 2017.

- * New ACD installed and operational
- * Golden number live (launched with new ACD)
- * Plan and design web chat and remote webpage assistance Live
- * Granby Street phase 2 reduction
- * Priority face to face operational at 15% of 2015/16 level
- * Floor walking /self-service at 85%
- * Partner agencies move to ground floor
- * Redesign the Ground floor Granby Street offer
- * Customer Service line phase 1 reduction
- * Phone line operations moves to 1st floor
- * Redesign first floor Granby Street offer possibly for third party offer

Quarter 4 January 2018

- * Customer Service line phase 2 reduction

- * Estimate channel shift will achieve a further 25% reduction in calls
- * Considering outsourcing Customer Service

Milestone Aspirations:

- * Review all and any F2F customer offer with a view to transfer & embed in the Corporate Customer Service offer
 - * Leisure Services – court/gym booking etc.
 - * Area Housing Offices
- * Transfer Children's Service Duty & Assessment line call handling to R&CS
- * Transfer Adults Social Care Duty & Assessment line call handling to R&CS