



Southwark Council - Making Every Contact Count

Using both customer feedback through complaints and other avoidable contact (measured via NI14) Southwark has recently identified potential savings of £2.9m.

The Council now has a real opportunity to capitalize on the efficiency savings already identified and has been an accepted approach to identify further opportunities for improvement and efficiencies moving forward.



Agenda

Introduction

Brief background to the NI14 Service Improvement Programme executed within the Council

Forensic Case Analysis

Overview of the analysis undertaken and the broad findings within both Housing Repairs and Estates Parking

Avoidable Contact Dashboards

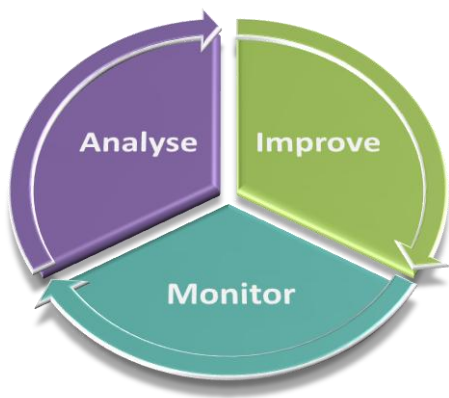
Demonstration of the dashboards built for the Council and their implication on operational management

Housing Repairs – Customer Responsible for Repair

Illustration of a Service Improvement initiative driven from the initial findings and a summary of the operational impact

“This approach has given us a really valuable insight into our current processes and provided the level of detail necessary to justify change. This is now a key component of our ongoing improvement programme.”

Dominic Cain
Head of Client Services



Join Southwark Council at this quarter's PSCN to find out more about how they are striving for 'Right First Time' in their customer service strategy.

Location: 160 Tooley Street, London, SE1 2TZ
Time: 2pm – 5pm

Places at this event are limited so we would appreciate it if you could confirm your attendance as soon as possible by replying to one of the email addresses below.

Gillian Baker, Programme Manager Gillian.Baker@Southwark.gov.uk
Gareth McGowan, Project Manager Gareth.McGowan@Southwark.gov.uk

