

RIS customer service improvement plan 2021

Action	Lead	Need	Comments	Due date
Streetlighting WDM data entry/process review	Customer Liaison Officer	There appears to be an issue with the way in which information is inputted into WDM and how this feeds through via the CRM integration to provide customer updates.	The integration works well in RMS and makes it easier and more efficient to deal with enquiries. When operating as well in LMS the system will provide a better customer experience and create back office efficiencies.	Mar 21 [interim update Jan 21]
Review of WDM integration	Network and Standards Manager	This was implemented some 18months ago and should be reviewed to gauge its effectiveness.	It appears on the face of it to be working well but there has been no qualitative or quantitative review to date.	Jun 21
White lining information – central list	Network and Standards Manager	We receive a lot of individual enquiries about white lining and the process to answer these is not as efficient as it could be as each enquiry requires information from different teams and is time consuming.	Having a central list in the RI Hub folder/Sharepoint would allow the correspondence team to refer to this and deal with enquiries more efficiently. Based on roads capital programme.	Apr 21
Speed surveys – central list	Network and Standards Manager	As above.	As above.	Apr 21
Weedkilling/spraying annual schedules	Network and Standards Manager	As above.	As above. Timing and locations.	Apr 21
Roads sign replacement programme	Network and Standards Manager	As above.	As above.	Apr 21
Gully cleaning	Network and Standards Manager	As above.	As above.	Apr 21

Disabled space information [disabled access]	Customer Liaison Officer	A review of the online information has concluded that it should be clearer, particularly around the process and how to apply. There is a need for an online form.		Apr 21
Review of centralised winter back office functions	Customer Liaison Officer	Back office winter enquiries are being centralised as a pilot this season with a view to providing a more efficient service and greater consistency.	This pilot should be reviewed to gauge its effectiveness. Feedback from winter supervisors to be the main measure.	Apr 21
Stock library information on key flooding and coastal protection policies and briefings etc.	Infrastructure Design Manager	We receive a fair amount of flooding related enquiries which, because of their complexities, can take a lot of officer time to deal with.	It is not expected that a central library will completely negate the time taken to deal with these enquiries but it should provide at least a useful starting point.	Jun 21
Stock library information on key bridges and structures policies and briefings etc.	Infrastructure Design Manager	As above	As above	Jun 21
Review online forms	Customer Liaison Officer	There are a significant number of online forms and these should be reviewed against current services and service standards to identify any duplication or gaps.	Ultimately a fit-for-purpose provision of online forms will allow customer enquiries to be dealt with more effectively and efficiently	Oct 21
Programme of Intent	NRSWA Officer	It has been an aspiration for some time to produce a weekly roadworks circular as per those	The programme should form part of the road fault reporting landing page on the council website and be provided proactively to key stakeholders	Dec 21

		<p>produced by the trunk road operating companies.</p> <p>This would provide a useful point of reference for any enquiries and may negate the need for customers to log queries.</p>		
Commonly asked Fol information online	Customer Liaison Officer	This would allow some Fols to be dealt with quicker/more efficiently.	Compile Top 20 list and research and publish necessary information.	Apr 21
TROs progress updates	Traffic and Development Manager	<p>We receive numerous enquiries on the progress of various TROs.</p> <p>It would be helpful to have a centrally updated database or similar to allow these enquiries to be dealt with more efficiently.</p>	This may be challenging to manage because there are a number of variables depending on the type of Order and the feedback received.	Mar 21
Review and improve online public transport information	Customer Liaison Officer	Feedback from the transport team is that they receive a lot of enquiries via CSC/website. This is because there currently are no [or limited] specific online forms/scripts/provision of online information to allow customers to self-serve.		Jul 21