

Customer Service, Performance & Commissioning

Leads: Daniel Fenwick, Caroline Nugent

Workstream	Activity	Senior Responsible Owner	Resource(s)	Start date	Target completion date
1. Customer Service Culture	Collate existing customer strategies	CN	BDT	Nov-17	31-Jan
	Collate benchmark information and best practice in shared service providers / private / public	CN	BDT	Dec-17	31-Jan
	review against TTT objectives and gap analysis	CN	BDT	Dec-17	31-Jan
	Agree a draft customer value proposition	CE	JW & councils	01-Feb	28-Feb
	Agree a draft customer retention strategy	CE	JW & councils	31-Jan	28-Feb
	Consult with customers and staff on draft strategy	CN	BDT / ONCE	01-Mar	31-Mar
	Agree final strategies, comms plan and monitoring arrangements	CE	BDT	01-Apr	30-Apr
	Implement Strategies and Comms Plan	CN	BDT / OMT / CEX	01-May	31-Jul
	Monitoring and review	CN	BDT	01-Sep	31-Dec
2. Communications and Engagement Plan (Internal)	collate existing plans and review against TTT objectives	CN	BDT	Nov-17	31-Jan
	bench mark with other externalised body / private sector / shared service providers	CN	BDT	Dec-17	31-Jan
	draft revised plan	CN	BDT	01-Feb	28-Feb
	work with ONCE to devise staff owned comms plan	CN	Sue Wilkes / ONCE / BDT	Mar-18	Apr-18
	consultation with OMT and stakeholders	CE	OMT / Council Comms Teams	Apr-18	30-Apr
	approval and action plan	CN	OMT/ BDT/ Council comms	01-May	30-Jun
	implementation	CE	BDT / OMT / Comms	01-Jul	TBC
3. Commissioning arrangements (including review of commissioning arrangements in Councils)	collate existing plans and review against TTT objectives	DF	BDT	Nov-17	31-Jan
	benchmark with other shared services / public and private best practice	DF	BDT	Dec-17	31-Jan
	gap analysis and recommendations	DF	BDT	Dec-17	31-Jan
	Outline of Commissioning Principles for agreement by OMT	DF	BDP / OMT	01-Feb	28-Feb
	draft and agree template commissioning arrangements and document suite including (a) principles (b) process and resources (c) terms /agreement (d) standards (e) variation process (f) finances (g) Review (h) governance (i) roles and responsibilities (j) other	DF	BDT / OMT	28-Feb	30-Apr
	Draft and agree consultation / engagement plan for (a) clients (b) staff (c) external peer review?	DF	DF / OMT	01-Apr	30-Apr
	sense check against financial workstream / activity based costings	DF	Paul T / OMT	01-Mar	31-Mar
	sense check against performance management workstream	DF	OMT / CE	01-Mar	31-Mar
	Agree Pilot commissioning arrangements	CE	service / BDT / clients	01-Mar	14-Mar
	Agree transition plan for other services	CE	service / BDT / clients	01-Apr	30-Apr
	Implement consultation and engagement strategy	CE	OMT / BDT / managers	01-May	31-Jul

	Councils Agreement	CE		01-Apr	31-May
	Training / Awareness of Business Partners and those with active roles	DF	OMT	01-Apr	31-May
	Monitoring & Review (see PERFORMANCE MANAGEMENT)	CE		01-Apr	ONGOING
4. Performance Management Framework (Outward facing)	collate existing Pis and review against TTT objectives and commissioning outcomes	DF	BDT	Nov-17	31-Jan
	benchmark with other shared service provider / private sector	DF	BDT / services	Dec-17	31-Jan
	Agree principles for the PMF	DF		01-Feb	28-Feb
	market research with clients - what do they want, when and why?	DF	OMT / BDT	Dec-17	28-Feb
	PI sense check - what performance information is meaningful	DF	OMT / BDT	01-Feb	28-Feb
	gap analysis and cross reference to commissioning workstream and finance for sense check	DF	OMT / BDT / services	01-Mar	31-Mar
	Review of resources for PM and IT to support	DF	BDT/ICT	01-Jan	31-Mar
	draft and agree template PM arrangements and document suite including (a) principles (b) process and resources (c) terms /agreement (d) standards (e) variation process (f) finances (g) Review (h) governance (i) roles and responsibilities (j) other	DF	BDT / OMT	31-Mar	31-May
	Draft and agree consultation / engagement plan for (a) clients (b) staff (c) external peer review?	DF	BDP / OMT	01-Apr	30-Apr
	consultation with clients	DF	SH	01-May	31-Jul
	consultation with OMT and services	DF	SH	01-May	31-Jul
Implement	DF	BDT	01-Sep	TBC	