

ACCESS TO SERVICES ACTION PLAN – UPDATE MARCH 2009

Recommendation Reference	Recommendation Details	Priority 1=Low 2= Med 3=High	Responsibility	Agreed	Comments	Anticipated Implementation Date
R1	<p>Consolidate existing plans for improving access to services within an overarching strategy that defines:</p> <ul style="list-style-type: none"> • Users that are and are not, accessing services • How the Council intends to achieve its aims and targets for further improving access and reducing the gap between users and non users • The wider implementation of customer relationship management across services • Access channels that will be supported, including emerging technologies; and • Timescales for implementing resource improvements over the short-, medium- and long-term 		Deputy Director of Finance	Yes	<p>A framework for a consolidated and co-ordinated Strategic Change Programme was approved by Cabinet on 10 December 2008. A further report is being prepared.</p>	<ul style="list-style-type: none"> • 10 December 2008 – completed • 23 April 2009 – further report

Recommendation Reference	Recommendation Details	Priority 1=Low 2= Med 3=High	Responsibility	Agreed	Comments	Anticipated Implementation Date
R2	Review the means of access across all services to ensure that opening times, access channels and outreach facilities meet user's needs and preferences		Head of Benefits, Revenues and Customer Services	Yes	This is integral to the Strategic Asset Review.	December 2009
R3	<p>Strengthen the approach to accessibility and user-focus by ensuring that performance management frameworks include:</p> <ul style="list-style-type: none"> • Analysis of access to; and standard of services experienced by, different groups and communities; and • Indicators which measure the speed and quality of service responses against aims, objectives, service standards and targets that are publicised to users. 		Head of Benefits, Revenues and Customer Services	Yes	The issues will be addressed through the corporate Customer Services Group.	December 2009

NB. The recommendations were not prioritised by the Audit Commission.