

Appendix 2

Outcome	Workstream	Start Date	Finish Date
Citizen Focused	Maintain Customer Service Excellence accreditation		Next annual assessment date is November 2024
	Review of generic Customer Service standards including KPIs	June 2024	November 2024
	Review of the improvement of services from data insight	April 2024	April 2025
	Measure and improve Citizen Experience Culture	January 2024	January 2025
	Refresh the Citizen Experience Strategy	January 2025	July 2025
Outcome	Workstream	Start Date	Finish Date
Positive Citizen Experience	Website content refresh (phase 2)	May 2024	TBC
	Development of new online forms	May 2023	Continuous
	Implementation and promotion of the revenues and benefits new online forms automation	April 2023	October 2024
	Development of Artificial Intelligence Implementation policy	May 2024	TBC
	Service based process improvement projects	May 2022	May 2025
Outcome	Workstream	Start Date	Finish Date
Inclusive Access	Development of face-to-face assisted support model for vulnerable and more complex queries	Continuous	
	Development of collaborative approaches with community groups, partner and agencies offering (Thriving Community Strategy)	Continuous	
	Supporting our communities to have access to digital technology and better digital skills	May 2023	Continuous
	Review and refresh Community Engagement Policy	February 2024	July 2024
	Launch of a new Youth Panel	January 2024	July 2024
Outcome	Workstream	Start Date	Finish Date
Get it Right First Time	Service integration optimised across organisation	Continuous	
	Developing and aligning commissioned advice offer	May 2023	TBC
	Behavioural insight	January 2023	Continuous
	Digital and technology skills training for staff	April 2023	Continuous
	Review of Contact Centre scripts for urgent housing repairs	May 2024	July 2024

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