

Revenues Unit's Satisfaction and Improvement Matrix

	Target Level 2008/09*	Satisfaction Levels 2008/09				Customer Comment	Means of Improvemnet	Target for 2009/10**	Publication
		Excellent	Very Good	Adequate	Overall				
Overall Customer Satisfaction	95%	25	56	18	99%	Sometimes can take a long time to get through on the phone.	Service Standards are set to ensure that 80% of unabandoned calls are answered before the call goes to answer phone.	82% for customers rating the Unit - Excellent or Very Good	Published through the annual leaflets and website
Deal with your enquiry promptly	95%	24	44	25	93%		The Unit is committed to ensure that customer enquiries are dealt with promptly. Promptness will be measure through the Unit's Service Standards.	70% for customers rating the Unit - Excellent or Very Good	Published through the annual leaflets and website
Deal with your enquiry accurately	90%	27	42	23	92%		The Unit is committed to ensure that customer enquiries are dealt with accurately first time and is therefore continuously training the Unit's staff. Accuracy will be measure through the Unit's Service Standards.	70% for customers rating the Unit - Excellent or Very Good	Published through the annual leaflets and website
Does our service meeting your needs	95%	29	48	18	95%	Unfortunately email cannot be used for everything and I had to complete a postal form to complete my business with the council.	We are currently developing e-forms which will allow more business with the Revenues Unit can be completed online.	78% for customers rating the Unit - Excellent or Very Good	Published through the annual leaflets and website
Deal with your enquiry fairly & sensitively	95%				96%		Ensure that the same levels are maintained	Maitain current levels	Published through the annual leaflets and website

* Targets for 2008/09 were set taking account of customer satisfaction levels of adequate, very good and excellent

** Targets for 2009/10 were set for customers rating the Unit as Excellent or Very Good, this was a change from the previous year as the overall levels did not allow the Unit to set challenging targets