

Cabinet Committee on Performance Improvement

Meeting to be held on 26th February 2013

Report of the Chief Executive

Electoral Division affected: All

Customer Experience Project

Contact for further information:

Michael Walder, 01772 533637, Corporate Policy and Performance Team.

Michael.Walder@lancashire.gov.uk

Executive Summary

The customer experience project was designed to offer Lancashire County Council services the facility to better understand the needs, experiences and aspirations of their service users to enable service improvements.

The individual research projects are undertaken by the county council's graduate management trainees.

The programme is now in Wave 5 with approximately 40 services having undertaken research projects.

This current Wave of the programme involves 11 research projects that are scheduled to be undertaken and completed between December 2012 & July 2013.

The 11 projects are listed over the page with current projected completion dates.

Recommendation

The Cabinet Committee on Performance Improvement is asked to review the list of customer experience project currently being undertaken/planned and advise which they would like to report back to a future meeting(s).

Background and Advice

The customer experience project was designed to offer Lancashire County Council services the facility to better understand the needs, experiences and aspirations of their service users to enable service improvements.

The individual research projects are undertaken by the county council's graduate management trainees. The programme is managed, and individual projects are

organised, under the guidance and support of the Corporate Policy and Performance Team.

Thus far approximately 40 service areas have undertaken research as part of the programme. In 2011/12, nine projects were completed in total, and the final reports can be found on the [research and consultation database](#):

- Bus services – online information
- Charges at country parks
- The experience of service users with a child protection plan.
- Quality assurance in respect of safeguarding and children looked after.
- ACERS: Alternative and Complementary Education and Residential Services: exploration of the current service and identification of future requirements
- Primary and secondary school meal take up
- Intermediate care service report
- Exit Strategy for Learning Disability Development Fund (LDDF)
- Employment training/support for learning disability clients

Those services that are scheduled to undertake customer experience projects, as part of wave 5 of the programme, are as follows (with estimated completion dates):

- Older people's service – due for completion in April
- Day Services – due for completion in July
- Specialist Social Rehabilitation Service – due for completion in April
- Shared Lives Services – due for completion in March
- Residential Care – due for completion in March
- Highways communication – due for completion in August
- Environmental services – due for completion in May
- Care leaver who are parents – due for completion in May
- CAPPs – Children and Parent Support Service review – due for completion in May
- Youth homelessness – due to start soon, estimated completion date by end of July.
- Reablement – due to start soon, estimated completion date by end of July.

Consultations

N/A.

Implications:

This item has the following implications, as indicated:

Risk management

No significant risks have been identified in relation to the proposals contained within this report.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Directorate/Tel
Report to the Cabinet Committee on Performance Improvement – 'Customer Experience Project – Bus services on-line information	30 August 2012	Michael Walder, Corporate Policy & Performance Team, 01772 533637
Report to the Cabinet Committee on Performance Improvement – 'Customer Experience Project – Young People's Service'	10 January 2012	Michael Walder, Corporate Policy & Performance Team, 01772 533637

Reason for inclusion in Part II, if appropriate

N/A