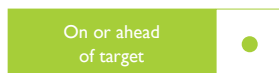


How we performed against the first year of the Long-Term Plan (LTP) 2012/22

The tables below reflect the progress of our key work during 2012/13. Each action/project is linked to the strategic objectives and priorities set in the LTP. The progress at the end of the financial year against each action/project has been represented by:



Strategic Objective:

A leaner, more customer focused organisation.

2012/13 Action/project	Background	Progress
PRIORITY 1: Continue to improve customer service by developing and implementing a Customer Services Charter that clearly outlines the requirements of the organisation and the commitment to our customers.		

Continue to develop appropriate customer service standards and quality controls	In 2011/12 Council developed a Customer Service Charter to help drive cultural alignment and actively foster a service culture that puts the customer at the heart of the organisation. The development of appropriate customer service standards and quality controls leads on from the Charter	●
Progress comments: On-going review of, and improvement to a number of customer service processes and procedures. Identified a need to develop appropriate Service Level Agreements with other Departments to ensure a high level of and consistent customer service is being delivered by the Organisation.		

2012/13 Action/project	Background	Progress
PRIORITY 2: Investigate the use of service hubs for delivering customer service		

Investigate shared spaces to offer customer services from, in conjunction with other agencies. Investigate the provision of service offered through the contact centre, online/social media and mobile services.	While Council has gone some way to developing service hubs by combining existing services and putting them in the one place, we also need to develop the key technological infrastructure to enable us to deliver services through other channels e.g. e-services, mobile, etc.	●
Progress comments: Te Ahu: The Te Hiku Social Accord project is rolling out and includes the use of Te Ahu and Council staff. Offers the opportunity to work alongside key Government, Iwi, non-Government Organisation, community organisations and local businesses to deliver better services to the Far North. On-going development using electronic display boards in Te Ahu and Procter Library as alternative means to the delivery of FNDC / Community information. Continue to develop meaningful professional relationships with other key agencies / community organisations where there are possibilities of sharing space and service delivery options including Police, Community Link, Streetmaytz, Department of Internal Affairs (DIA).		