Comhairle Contae Thiobraid Árann
Tipperary County Council

NOAC Workshop

Presentation on Customer Service Management Team Meetings
9th November 2017

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Tipperary in Context

Of the 32 counties Tipperary County Council is

11th largest by population

159,553 (census April 2016)

The region is part of the central plain of Ireland and is traversed by key arterial routes such as M7, M8, N24 as well as train lines from Dublin to Cork and Limerick and Waterford to Limerick.

6th largest by area

Tipperary County Council has a very clear aspiration not only to maintain the quality of its services but also to improve them. We be ambitious for our county and support an environment that will enable more investment and more good quality jobs for local p

⟶ **CIVIC CENTRES & MD Offices**
• Clonmel
• Nenagh

⟶ **Municipal District Offices**
• Carrick-on-Suir
• Thurles
• Tipperary

NENAGH (POP. 37,442) from Newport in the south up to Rathcabbin village in the North

TEMPLEMORE - THURLES (POP. 35,367) from Horse and Jockey in the south to Roscrea in the north

CASHEL - TIPPERARY (POP. 27,549) from Galtee Mountains in the south to Holyford village in the north

CARRICK-ON-SUIR (POP. 21,827) from Carrick-on-Suir in the south to Gortnahoe in the north

CLONMEL - CAHIR (POP. 36,509) from Galtee mountains in the west to Kilsheelan village on the east

The County has a diverse settlement pattern with Clonmel as the largest town

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Integrated Customer Service Desk - Clonmel

Confident, Competent and Caring Customer Services Staff   - At the Counter
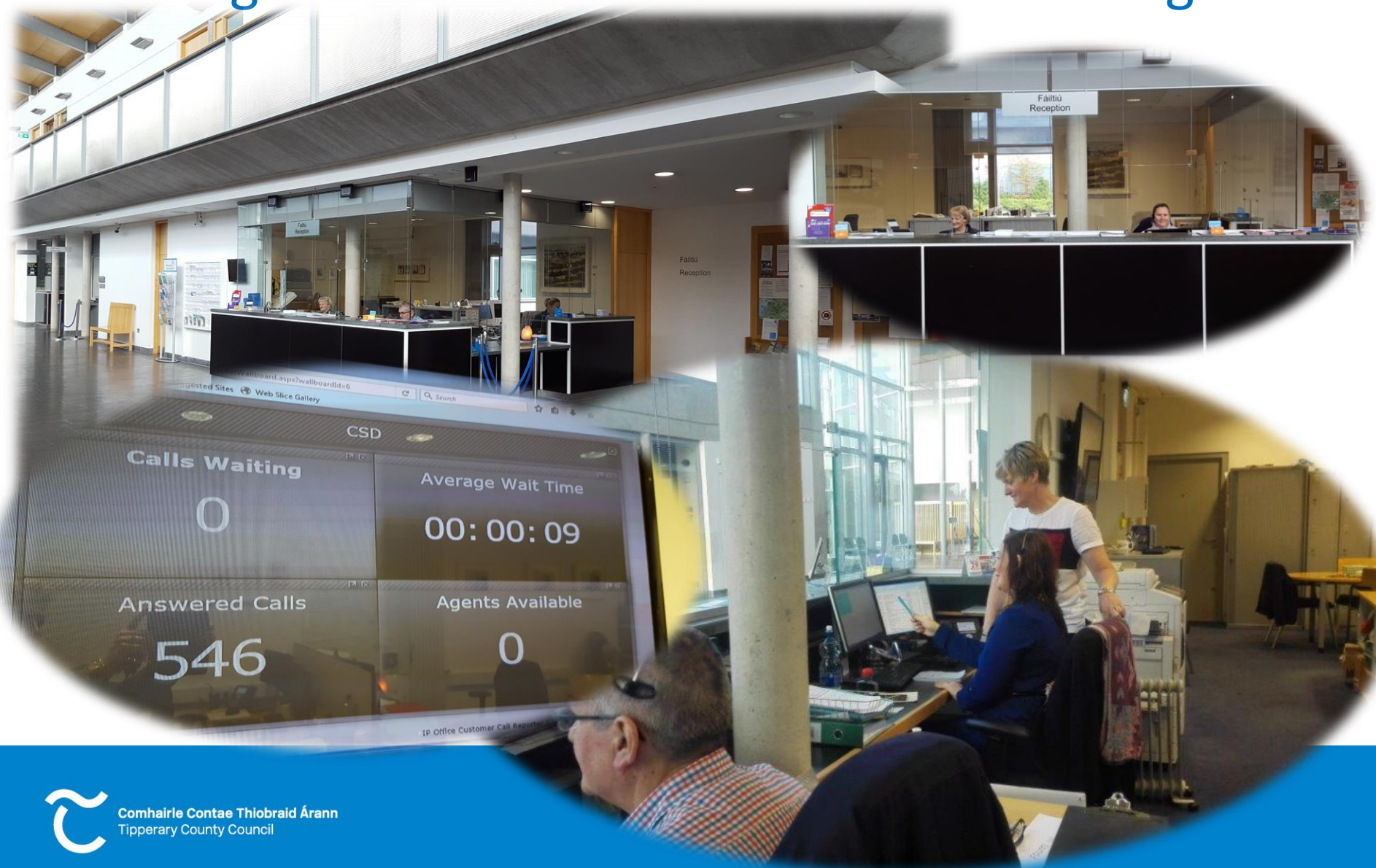
- at Self Service Kiosks

- by Phone, Email and Social Media

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Integrated Customer Service Desk - Nenagh

Fáiltiú
Reception

Fáiltiú
Reception

CSD

Calls Waiting

0

Average Wait Time

00 : 00 : 09

Answered Calls

546

Agents Available

0

How does it work for us

Customers

Customers Service Desk (CSD)

Sections (BU)

12 staff, Nenagh & Clonmel

Service Level Agreements

Clonmel DO
Environment
Finance
Housing
Nenagh DO
Planning
Revenue
Roads
Thurles DO
Water Services
Etc…

Fix my street
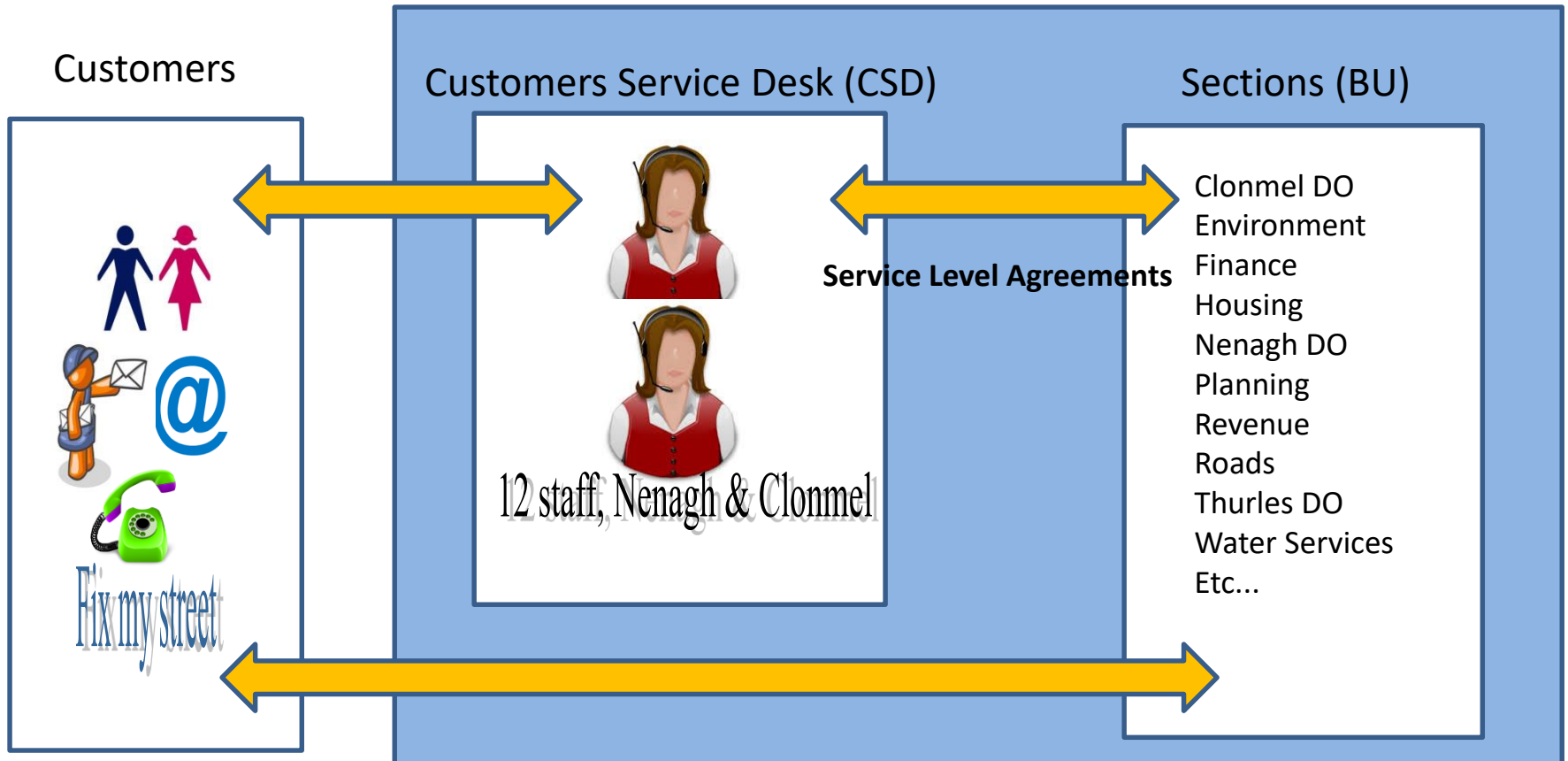
CSD Steering Group

- Review Team representative of
  - ➤ Corporate - Director of Service; SEO & AO;
  - ➤ CSD - 1 SO & 1 ASO
  - ➤ IT – 2 *IS Project Leader – Phones / web;
- Meet every 6 weeks
- Review topics such as
  - Telephone call monitoring
  - Website development / social media traffic
  - Customer Relationship Management (CRM)
  - Emergency events
  - Staff training
  - SLA Issues

How we input different Indicators

❑ CRM

- No. of CRM's per Section / No of CGT's / Cases active/resolved
- No. of CRM users per section

❑ Phone-calls

❑ Website Hits / Social Media

❑ Emails

❑ Customer Complaints

How we act on the Indicators

❑ Quarterly Report to SMT

❑ Circulation of CRM stats to Section Heads

❑ SLA Review Meetings

❑ Senior Staff Awareness Meetings

❑ Customer Service Training targeted at
- ❖ CSD Staff
- ❖ Clerical Staff
- ❖ Middle Management Staff
- ❖ Senior Management Staff

❑ Ongoing day to day liaison with Sections re issues arising;

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SLA Reviews

- Main focus with each Directorate/MD
- Bi-annually for Sections and Quarterly for the Districts;
- Checklist circulated after each meeting – Summary points
  - Feedback to section staff;
  - Voice mails to be checked and updated for leave/absences; call forwarding to be used when/where appropriate;
  - All letters to state name of staff member dealing with correspondence;
  - Sections to advise CSD of new initiatives and also advise if issuing 50+ letters/invoices;
  - Section staff to take calls & messages for their colleagues (use call pick-up)
- **"Customer Service is everyone's business"**

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On going Issues

- CRM/ihouse interface
- Phone System Upgrade – Migration to Avaya IP Office Server
- Web Publishing Protocol
- Extending CRM usage

SAMPLE CRM REPORTS
New CRM's created Per Section Jan 2017 to Nov 2017

Tipperary County Council CRM Report: Cases Breakdown by Section

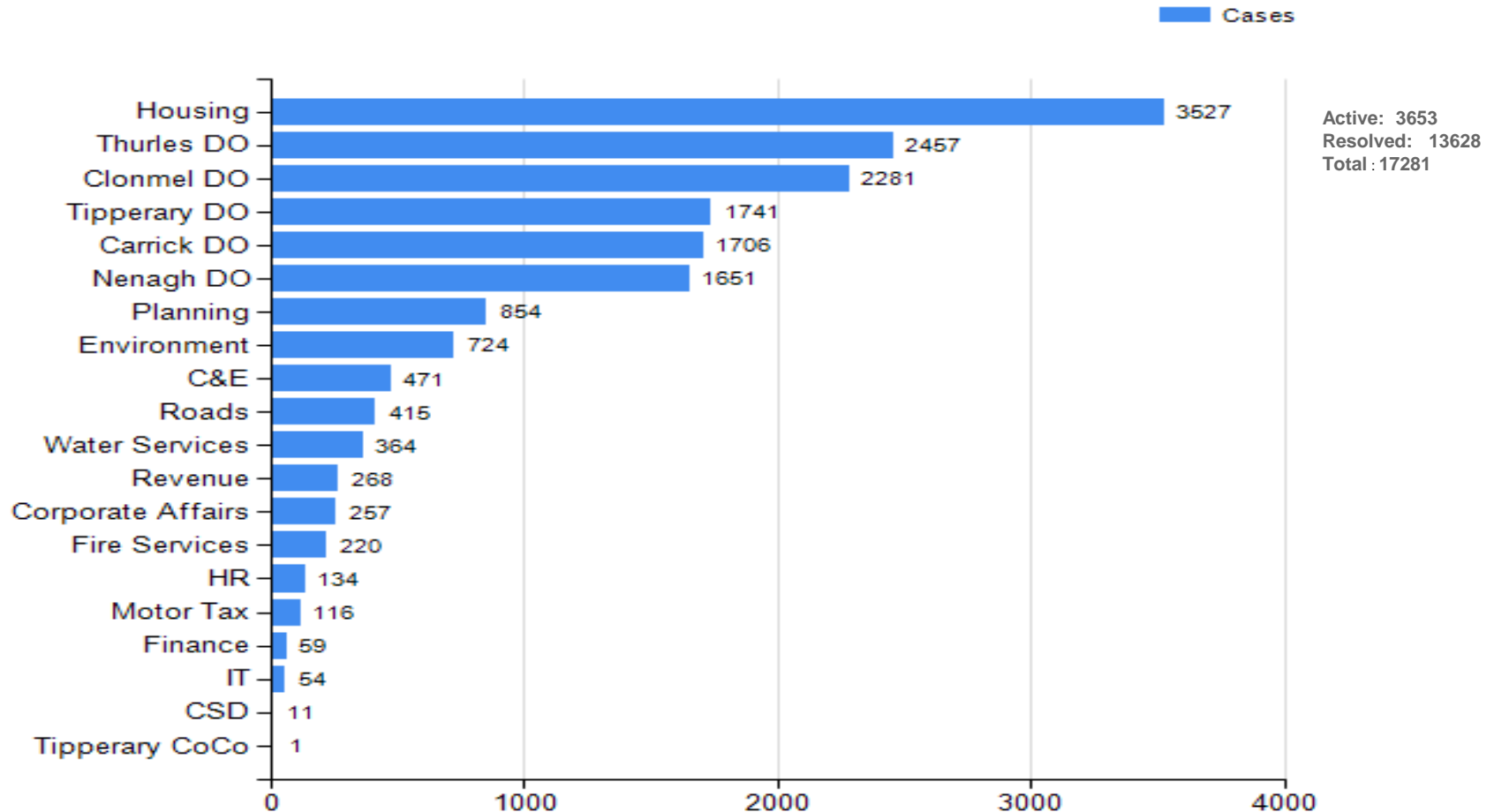Parameters: Business Unit All   Start Date: 01 Jan 2017   End Date 03 Nov 2017

Report Created On 03 Nov 2017

	Total Active/Resolved Cases			Breakdown of Active Cases By Age				Breakdown of Time to Resolve Cases			
	Total	Active	Resolved	0-3mths	3-6mths	6-12mths	12mths+	0-3mths	3-6mths	6-12mths	12mths+
Housing	3526	458	3068	347	75	36	0	2955	98	15	0
Thurles DO	2456	576	1880	359	123	94	0	1592	230	58	0
Clonmel DO	2279	495	1784	375	88	32	0	1630	116	38	0
Tipperary DO	1729	473	1256	277	85	111	0	1191	53	12	0
Carrick DO	1706	621	1085	325	137	159	0	844	135	106	0
Nenagh DO	1650	573	1077	308	162	103	0	950	111	16	0
Planning	854	119	735	74	14	31	0	563	108	64	0
Environment	726	30	696	25	4	1	0	667	20	9	0
C&E	467	6	461	6	0	0	0	459	2	0	0
Roads	413	78	335	42	23	13	0	305	16	14	0
Water Services	364	84	280	46	28	10	0	270	10	0	0
Revenue	268	29	239	16	10	3	0	222	12	5	0
Corporate Affairs	257	8	249	8	0	0	0	246	3	0	0
Fire Services	220	71	149	52	18	1	0	147	2	0	0
HR	134	18	116	13	1	4	0	113	3	0	0
Motor Tax	116	0	116	0	0	0	0	116	0	0	0
Finance	57	11	46	6	4	1	0	46	0	0	0
IT	53	5	48	5	0	0	0	47	1	0	0
CSD	10	0	10	0	0	0	0	10	0	0	0
Tipperary CoCo	1	1	0	0	1	0	0	0	0	0	0
Total	17286	3656	13630	2284	773	599	0	12373	920	337	0

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SAMPLE CRM REPORTS
New CRM's created Per Section Jan 2017 to Nov 2017

Cases

Section	Cases
Housing	3527
Thurles DO	2457
Clonmel DO	2281
Tipperary DO	1741
Carrick DO	1706
Nenagh DO	1651
Planning	854
Environment	724
C&E	471
Roads	415
Water Services	364
Revenue	268
Corporate Affairs	257
Fire Services	220
HR	134
Motor Tax	116
Finance	59
IT	54
CSD	11
Tipperary CoCo	1

Active: 3653
Resolved: 13628
Total : 17281

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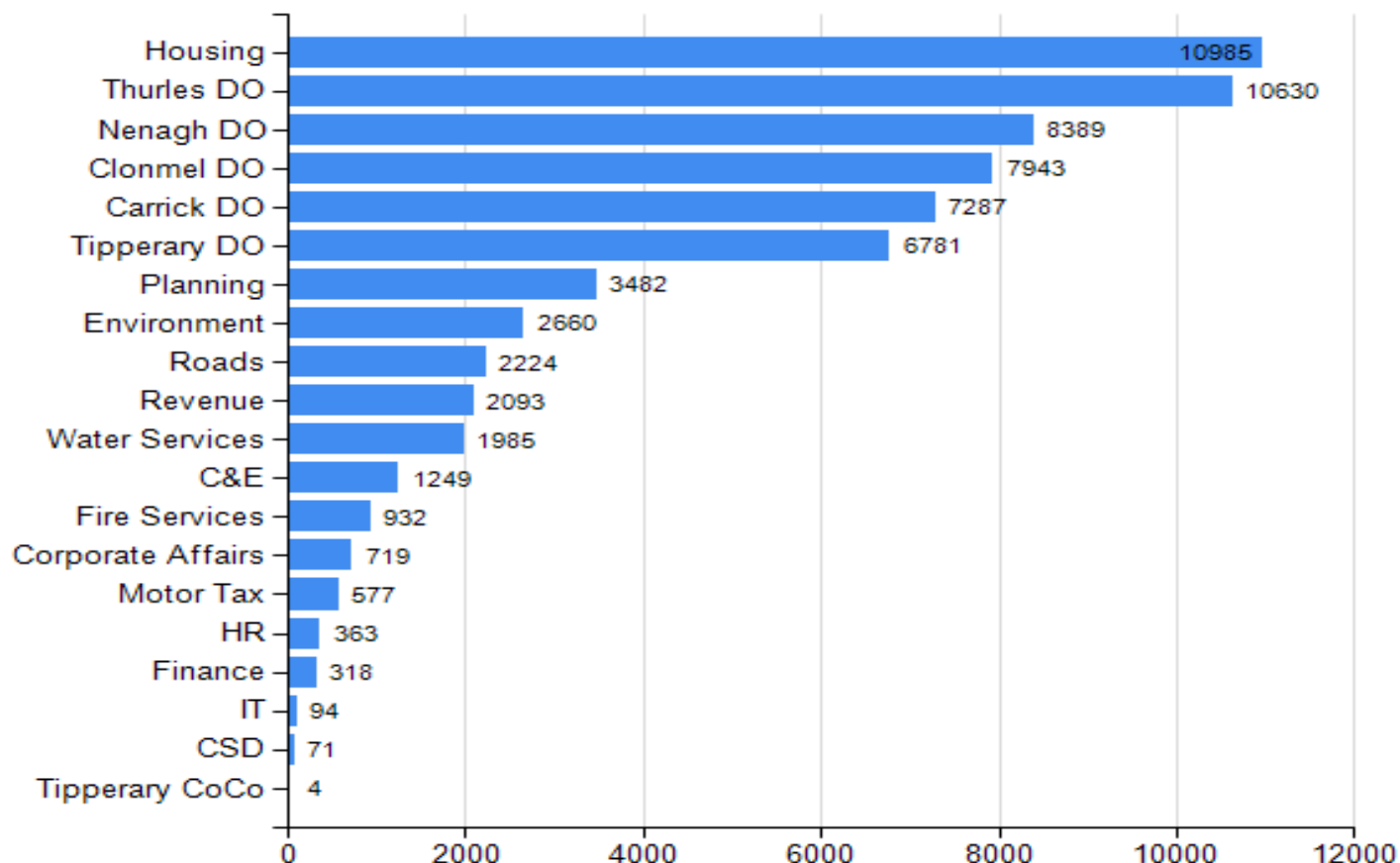
Tipperary County Council: Cases By Section
Chart since 2014

Active: 5293
Resolved: 63318
Total: 68611

Cases

Section	Cases
Housing	10985
Thurles DO	10630
Nenagh DO	8389
Clonmel DO	7943
Carrick DO	7287
Tipperary DO	6781
Planning	3482
Environment	2660
Roads	2224
Revenue	2093
Water Services	1985
C&E	1249
Fire Services	932
Corporate Affairs	719
Motor Tax	577
HR	363
Finance	318
IT	94
CSD	71
Tipperary CoCo	4

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Tipperary County Council: "CGT" Cases By Section Chart since Jan 2017

Legend: Cases

Section	Cases
Housing	2243
Planning	720
Thurles DO	556
C&E	386
Environment	274
Water Services	212
Nenagh DO	202
Revenue	159
Fire Services	156
Roads	141
Tipperary DO	134
Clonmel DO	125
Carrick DO	119
Corporate Affairs	107
Motor Tax	85
HR	81
Finance	45
IT	44

Active: 635
Resolved: 5147
Total: 5782

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- Thank You

- Any Questions??

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