

**Draft Action Plan
DVA Customer Satisfaction Survey for 2010**

Topic	Issues	Update
Areas where customers were dissatisfied or very dissatisfied with DVA Services		
Written Contact	<ul style="list-style-type: none"> • Insufficient detail supplied in email response 	Audit checks in place. Matter raised at Team Brief
Telephone Contact	<ul style="list-style-type: none"> • Attitude unhelpful/abrupt • Waiting times too long 	Matter raised at Team Brief Refresher planned for customer care training - telephone techniques Messages shortened to reduce the customer call time. Skillsets reviewed and monitored throughout the day to minimise waiting times
Test Centre Facilities	<ul style="list-style-type: none"> • Seats in test hall were heavily soiled and needed to be cleaned • Staff attitude impolite/unhelpful or intimidating 	Seating examined in all centres and cleaned or replaced as necessary. Reminder issued to staff about good customer care at the staff briefs and also at managers meetings.
LVLOs	<ul style="list-style-type: none"> • Waiting times too long • Staff attitude disinterested 	A review of waiting times on the LVLOs was carried out and recommendations implemented as far as possible , e.g During busy periods, counter staff will update essential information and pass the work to the back

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		<p>room staff for processing. Additional staff from back office to be made available for counter cover during busy times. Information on plasma screens revised. Staff were reminded at team brief of the need for good customer care.</p>
Post Office Licensing	<ul style="list-style-type: none"> • Waiting times too long 	Concerns raised with Contract Manager.
Online booking	<ul style="list-style-type: none"> • Available dates/times restricted with online booking as opposed to the telephone 	<p>An amendment was made to the booking system to increase the customer choice to 15 appointment slots upon initial request (first available appointment option) and 50 appointments available should the date range option be selected instead. There is no facility to further extend the range without impacting on performance levels.</p>
Website	<ul style="list-style-type: none"> • Difficult to find information – website not user friendly 	<p>All customer information is now migrated to the NI Direct where the search facility is very user friendly. NI Direct surveyed ‘motoring’ customers and improvements identified which will be implemented in next refresh.</p>

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The following indicated what customers considered important for improving customer service in the future		
Wider range of renewal facilities at the Post Office	Consider wider range of renewal facilities at the Post Office	Noted: Outside of Agency control – subject to DVLA funding and approval
Relicensing your vehicle via the telephone	Consider extending the telephone relicensing service	Noted: Outside of Agency control – subject to DVLA funding and approval
More transactions using the internet (car tax on-line)		Noted: Outside of Agency control on Licensing – subject to DVLA funding and approval. DVA lobbying DVLA for facility.
Appointment Notification letters by email or text	Consider email or text appointment letters	Email notifications introduced from May 2011. Decision taken not to progress appointment letters by text.
ID checking at post offices for driving licences		Due to the specialised nature of ID checking necessary for driving licence applications, there are currently no plans to introduce this system at the post offices. This option will be removed from the next Customer Satisfaction Survey.
Extended opening hours		Noted: Outside of Agency control on Licensing side – subject to DVLA funding and approval. Extended opening hours already available for Testing.

Fast track facility (at an additional cost)		Noted: Outside of Agency control – subject to DVLA funding and approval
Language translation service		Noted. No real demand – not cost effective