



HM Courts &
Tribunals Service

TEC CIT Initiative update

For the attention of 'Kathryn Shipman'

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Monday, 28 November 2016

Here at the Traffic Enforcement Centre (TEC), Northampton we as a business are always looking for ways in which we can improve our customer engagement.

We have been looking into how we can build on this and provide more focus to the TEC customer base; this will enable us to gain a better understanding of how our customers work, identify trends and forecasts whilst providing a point of contact for all procedural and operational queries.

One particular point of focus is to create a dedicated Tec Customer Insight Team for Local/Issuing Authorities to use as a single point of contact for service related improvements and problem solving.

We have already canvassed the organisations associated with TEC by way of a survey, if you would like to offer feedback as a TEC user and would like sight of this, please request via email @ tec.la@hmcts.gsi.gov.uk (copy attached for your reference)

We are currently in the planning stages of this role, and we are developing this team to;

- Act as a specific contact point for you to address TEC service related matters and assist with escalation / problem solving
- Seek feedback and work collectively to understand how you can help TEC to improve service levels
- Maintain regular contact and seek feedback
- Identify early signs of concerns and proactively engage with you to help address issues
- Maintain a dedicated Customer Inbox

Please note that this team will not be a focal point for routine case updates and will not replace or reduce in any way the service level provided via current methods. Our TEC helpdesk remains the first point of contact for the public and users for queries regarding individual cases.

Yours sincerely,

Mrs D Jolly & Mrs D Baranowski-Hart
TCIT @ Northampton CCBC



INVESTOR IN PEOPLE