



Working together

Investors in People and Customer Service Excellence:
Our customer service journey.



CUSTOMER
SERVICE
EXCELLENCE



INVESTORS
IN PEOPLE | Silver

Raising standards

Our account management team offers the best service, support and advice.

UK Engage is an end-to-end election services provider and the non-statutory arm of electoral print and mail company, Print Image Network Ltd, which provides 25% of the country's councils with printed electoral products and services.

Producing important, impartial and transparent election solutions demands a knowledgeable and reliable team. Each election solution, be it member nominations, the voting mechanism or member-engagement, needs to be developed and in place according to a client's specific timings and to its exact specification.

With many standards and accreditations to note, including Investors in People Silver and the Customer Service Excellence Standard, company directors, John Foster and Stephen Power, credit the success of the business and its achievements to its team



The UK Engage senior account management team

Customer Service Excellence

In 2012 we were awarded the Customer Service Excellence Standard and in 2017 we remain the only electoral services provider to hold the Cabinet Office's accolade.



The Standard recognises companies that demonstrate efficiency, excellence and effectiveness in the way they interact with customers, and in the products and services they provide.

Having passed annual onsite assessments, we also gained three 'Compliance Plus' certificates for going above and beyond what the Standard requires.

Investors in People

In 2017 we achieved the sixth generation Investors in People Silver Standard and exceeded the industry average in all nine of the performance indicators.

Investors in People is the international standard for people management. It defines what it takes to lead, support and manage people effectively to achieve sustainable results.

- Leading and inspiring people
- Living with the organisation's values and behaviours
- Empowering and involving people
- Managing performance
- Recognising and rewarding high performance
- Structuring work
- Building capacity
- Delivering continuous improvement
- Creating sustainable success



Customer satisfaction survey

Our latest results show how we continue to improve our customer service.



Working together

Customer Service Excellence and Investors in People work hand in hand.

We believe Customer Service Excellence and Investors in People go hand in hand. We treat our employees like our customers, they are our internal customers. In our annual customer survey results our staff were described as friendly, flexible, knowledgeable, reliable, involved, consistent and efficient by our customers.

Stephen Power, Services Director, who manages both the Customer Service Excellence and Investors in People accreditations for the business, sums it up perfectly.

“Our colleagues play an integral part in excellent customer service, so the two accreditations are inextricably linked. We want to make a difference to our customers and we’re extremely pleased to hear that they consider our solutions high quality and our deliveries reliable.

What’s equally valued, especially internally within our business, is how we handle processes, react to customers’ requests and to work together as a team, fully respectful of both our internal and external customers. We create manageable solutions to sometimes complex problems; for us, this is where our people demonstrate our true commitment to service and add value for our customers.”



Stephen Power,
Services Director



“Customer service has many facets and can be difficult to define. However, when you have a good experience you remember it. Over recent years we have been lucky to receive a lot of excellent, staff-related feedback from our customers. With our Investors in People Silver Standard we are looking to create sustainable success by further realising their full potential.”

John Foster,
Managing Director



Investing in success

We grow our staff with our business, sewing the seeds for a bright future.

Since achieving the Customer Service Excellence Standard in 2012, we have invested in every aspect of our business to ensure we maintain the standard of service our customers expect.



Our team

We have invested in **40% more staff**



Our training

The number of staff trained has **increased by 1233%**



Our development

Variation of training courses has **increased by 300%**



Our customers' trust

People-related accreditations have **increased by 200%**





The dedicated support we received from UK Engage was excellent from day one. We had fantastic engagement with our employees throughout the world and our voter turnout was higher than we expected. It was an extremely efficient and well-run election.

The AGM went really well and the hand-held voting went extremely smoothly. There were no pauses or waiting around for the results which gave members confidence in the voting technology.

The relationship between customer and account manager is crucial. We have built a good working relationship over the last three years. I have total confidence in my account manager.

The service is brilliant - both in terms of personnel and solutions. In addition, I have full confidence in the company to be on top of all the key deadlines relating to my election.

Most election material is required in a time span that is hugely pressurised. To have trust in the printer producing our election materials is priceless.

Using online and traditional methods, we were able to ensure all our members were given the option to participate in the election in a way which best suited them. UK Engage facilitated this process with excellent professionalism.

In UK Engage we found an organisation which is experienced in running impartial and transparent democratic processes. In addition, its online system was secure and easy-to-use, which made casting an opinion very easy for our employees.



A vote of confidence

Thank you to all our customers who completed our satisfaction survey

Image House, 10 Acorn Business Park, Heaton Lane, Stockport SK4 1AS

Tel: 0161 209 4808 | Fax: 0161 209 4804

Email: enquiries@uk-engage.org | Web: www.uk-engage.org

