



**Service Delivery
Committee**

**Tuesday, 17 January
2017**

Matter for Information

Title: Customer Services Transformation Update

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1. Introduction

This report provides an update on delivery of services at the Customer Service Centre in Bell St and progress of the Customer Service Transformation programme to introduce online forms.

2. Recommendations

That Members note the information provided within this report.

3. Information

3.1. Customer Service Centre

The Customer Service Centre celebrated its first year anniversary on 12 October 2016. In the first year of operation the service centre dealt with more than 85,000 customer enquiries from walk in customers and telephone enquiries which represents a 51% increase in the number of enquiries compared to the previous 12 months when the service was delivered from Bushloe House.

In addition the number of enquiries dealt with in November 2016 compared to November 2015 (both months based solely at Bell St) also shows an increase exceeding 50% which shows that our residents are used to accessing services at Bell St and are making even more use of front line services; demonstrating a confidence in the service provided.

This has been further evidenced by two customer satisfaction surveys have been carried out in April and October 2016 with a 100% customer satisfaction rate on both occasions. These surveys measure both the face to face service and telephone call handling. The latest survey in October is attached at Appendix 1

In spite of the considerable increase in customer enquiries, the team are still maintaining an average customer waiting time of 6 minutes and telephone call waiting time of 26 seconds (though the average call waiting times for October and November 2016 have been 17 seconds and 16 seconds respectively - within the target of 20 seconds).

Early in the New Year, the Customer Service Team will start taking first line planning calls which will allow the back office service to dedicate their resource to the technical aspects of their roles.

3.2. Phase 2 of Customer Service Transformation

To develop the service further and to give customers more options of how they access the council's services, work is ongoing to deliver a suite of online forms and a My Account facility whereby customers can view details relating to their Council Tax account and Housing Benefit and Council Tax Support entitlements.

This functionality is going through a robust testing programme and will be launched in early 2017.

Background Documents:-

None.

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Implications	
Financial (CR)	There is budgetary provision for customer services transformation.
Legal (AC)	No significant implications
Risk (JG)	CR1 – Decreasing financial resources. CR4 – Reputational damage.
Equalities (JG)	No significant implications
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable