



**Service Delivery
Committee**

**Tuesday, 21 March
2017**

Matter for Information

Title: Customer Services Transformation Update

Author: Jacky Griffith (Welfare and Taxation Manager)

1. Introduction

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

2. Recommendations

That Members note the information provided within this report.

3. Information

3.1. Customer Service Centre

The Customer Service Centre has been operating from Bell St for almost 17 months; service is well embedded and customers are familiar with and making good use of the Centre.

The new service model which allows customers to have multiple enquiries dealt with at first point of contact either in person at the centre or over the phone is proving to be a more efficient use of resource and is reflected in high customer satisfaction levels which is evidenced by the excellent outcomes in the 6 monthly customer satisfaction surveys (which have been reported at a previous Service Delivery Committee).

The next customer satisfaction survey will be carried for a two week period during April 2017.

In late January 2017 first tier planning calls were migrated to the Customer Service Team this was facilitated by close working between the Customer Service Team and the Planning Team to ensure Customer Service staff were trained appropriately and are fully conversant with the types of queries and requests they receive.

3.2. My Account and Online Forms

To enhance and develop the service further, giving customers more options of how and when they access Council services, work is ongoing to deliver a suite of online forms and a My Account facility which will allow customers to view their Council Tax account and Housing Benefit and Council Tax Support entitlements.

This is the first step towards channel shift to provide services online.

This functionality is currently in the testing phase with additional work necessitated by an upgrade to the CRM (Customer Relationship Management) forms which will be used by the public and are currently being used by staff in the Customer Service Centre. This requires a re-write of the forms and user acceptance testing.

Online forms and My Account will be launched in the new financial year once full testing is completed and signed off.

The full potential to develop and realise channel shift across all services will be part of the authorities transformation programme.

3.3. Universal Credit

Universal Credit full service is planned to go live in Oadby and Wigston in March 2018. The Benefit Team are working closely with neighbouring authorities and specifically Melton BC and Harborough DC who launched UC full service in November 2016 to share best practice and lessons learned.

Background Documents:-

None.

Email: jacky.griffths@oadby-wigston.gov.uk

Tel: (0116) 257 2612

Implications	
Financial (CR)	There is budgetary provision for customer services transformation.
Legal (AC)	No significant implications.
Risk (JG)	CR1: 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