



**Service Delivery
Committee**

**Tuesday, 27 June
2017**

**Matter for
Information**

Title: Customer Services Transformation Update

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1. Introduction

This report is to provide an update to the Service Delivery Committee regarding service delivery at the Customer Service Centre in Bell Street, Wigston and progress of the programme to introduce on line services.

2. Recommendations

Members are asked to note the contents of the report.

3. Information

3.1 Customer Satisfaction Survey

A six monthly Customer Satisfaction Survey was carried out between Monday 24 April and Friday 28 April 2017. 100 face to face customers and 100 telephone customers were surveyed. Once again the outcome was a 100% satisfaction rating from customers using the service.

3.2 Online Services

The focus going forward for customer services is to offer more choice to customers accessing services through the introduction of on line services.

The customer portal has been developed and tested and is ready to be made live. This will allow customers to view Council Tax and Benefit information. In addition, a suite of 20 on line forms will also be launched across a range of services. This is currently in the final testing phase which is due for completion by the end of June 2017.

Additional work has been necessary and a project is underway to upgrade all forms within the Customer Relationship Management (CRM) system including those currently in use by officers in the Customer Service Centre as the existing forms are being de supported by the supplier from December 2017. Project support will be provided by Steria ICT services to ensure the rebuilding and extensive testing of the forms is completed by December 2017.

3.3 Universal Credit

The plan for Universal Credit full service to go live in Oadby and Wigston is still on schedule for March 2018. A full review of existing Universal Credit processes at OWBC will be carried out including preparation for the start of full service. This will include training from the DWP and working with neighbouring authorities who have now gone live with full service (Melton, Harborough and Hinckley & Bosworth).

OWBC have signed up to deliver Universal Support which includes sign posting customers for personal budgeting support and assisting with on line UC applications.

Personal budgeting support will be provided in conjunction with the voluntary sector agencies.

Background Documents:-

None.

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Implications	
Financial (CR)	There is budgetary provision for Customer Service Transformation.
Legal (AC)	No significant implications.
Risk (JG)	CR1 - Decreasing Financial Resources CR4 - Reputational Damage
Corporate Priorities (JG)	The provision of excellent customer service and giving a wider choice to residents about how they access our services supports corporate priorities to deliver an inclusive and engaged borough (CP1) and to deliver effective service provision (CP2). The effective implementation of Universal Credit full service supports the corporate priority to deliver effective service provision (CP2)
Vision and Values (JG)	The delivery of customer services will continue to support and underpin the Council's Vision and Values.
Equalities (JG)	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable