

HDC TRANSFORMATION PROGRAMME
WORKSTREAM: CUSTOMER SERVICES

CUSTOMER SERVICES HIGHLIGHT REPORT: 28th Feb .13

Sponsor: Anna Graves
Work stream Leads: Belle Imison, Rachael Abbott
Portfolio Holder: Cllr Paul Dann

Brief Description of Workstream
<p>This project currently encompasses the following workstreams</p> <ol style="list-style-type: none"> 1. Telephone Contact Centre – planning and implementation 2. Channel Shift strategy – plan and implement 3. Customer Services strategy – refresh the strategy 4. Lutterworth customer service provision – stopping, reducing or transferring service provision 5. Cash and cheque payments – redirecting these payments taken through the Face to Face channel 6. Organisation Restructure <p>Together, the workstreams are designed to ensure that :-</p> <ul style="list-style-type: none"> • A high quality, more productive and customer services function is provided at a realistic cost to Harborough taxpayers and achieved in the shortest timeframe.

Period Covered To: February 28th 2013

Current Status: **Red** **Amber** **Green**

Telephone Contact Centre		
Completed Actions	Date(s)	RAG Status
Upload and finalise workflows for Licensing Reviewed call volumes with CBC. Exceptional call levels experienced due to weather conditions and changes to the	Completed	✓
Waste service. Agreed additional resources for 17week period which should cover Annual billing	Completed	✓
Next Actions	Date(s)	RAG Status
Ensure the service is 'bedded-in' and monitor performance. Continue to work with CBC to ensure a good service is maintained during the bedding in period and deliver against the action plan	On-going	<input checked="" type="checkbox"/>
Review and set PI targets for the coming year	By end of Feb	<input checked="" type="checkbox"/>
Start work on developing workflows for Community Safety	By end of March	<input checked="" type="checkbox"/>

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Customer Focus Board to review and ensure Waste, Revs & Bens, Community Safety and Licensing are fully implemented before any further service migration is undertaken	On-going	
Launch Licensing and monitor	w/c 18 th Feb	

Channel Shift		
Workstream		
<ul style="list-style-type: none"> Channel shift is not a project, but rather a continuous improvement approach. As such there is no end date to this work. 		
<ul style="list-style-type: none"> Implementation of Channel Shift will form part of the implementation of the Customer Services Strategy which was approved by Full Council at its meeting in January 2013. 		
<ul style="list-style-type: none"> There will be a specific focus on channel shift in the next phase of Transformation from April 2013. Other neighbouring authorities are also working on channel shift and we will liaise where possible. 		
<ul style="list-style-type: none"> 		

Lutterworth Service Provision		
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Workstream Complete		
Start CAB service 13/12/12	Completed	✓
Seek approval from Executive for the Termination of License Agreement with Leicestershire County Council	Completed	✓
Three months notice for termination of License Agreement with Leicestershire County Council	Completed	✓
Update and Next Actions	Date(s)	RAG Status
Monitor contact volumes and staff resources	To 31/3/13	
Implement Communications Strategy to let customers know of the closure of this service	On-going	

Project Risks				
Risk	Mitigating Actions	Owner	L	I
Staff resources to cover the service in Lutterworth from January to March.	This is being reviewed as part of the day to day management of customer services staff resources	RA	2	3

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CAB unable to meet business needs.	This will be reviewed regularly as part of the SLA with CAB	RA	2	3
Customers not accessing the CAB service due to the Library Service being available	Ensure CAB service is promoted through Customer Service, R&B Staff, posters etc	RA	3	3

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Customer Service Strategy Refresh		
Workstream Complete	Date(s)	RAG Status
Customer focus board discussion final draft strategy	completed	✓
Scrutiny Task and Finish Group scheduled to review Strategy	completed	✓
Customer Services Strategy approved by Full Council at its meeting in January 2013	Completed	✓
Next Actions	Date(s)	RAG Status
<ul style="list-style-type: none"> Actions within the Customer Services Strategy to be included in the Team Plan and monitored through the Customer Focus Board 	Completed by March	

Cash and Cheque Payments		
Workstream Complete	Date(s)	RAG Status
<ul style="list-style-type: none"> Cash and cheque payments arrangements went live on 29th October 	completed	✓
<ul style="list-style-type: none"> Sundry Debtor barcoding issues to be resolved 	Completed	✓
Next Actions	Date(s)	RAG Status
<ul style="list-style-type: none"> Time Savings to be quantified as soft savings in line with the Benefits Framework Improve the payment facilities on the web / arrange meeting with Capita and develop a implementation plan/business case Improve the automated telephone payment line/ arrange meeting with Capita and develop a implementation plan/business case 	By end of Feb 2013 By end of March 2013 By end of March 2013	

Project Risks				
Risk	Mitigating Actions	Owner	L	I
Capita timescale and their cost to make improvements to on-line payments.	Changes to financial processes to be agreed and implemented	RA	4	3

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Organisation Restructure		
Workstream Complete	Date(s)	RAG Status
<ul style="list-style-type: none">Remaining posts advertised externally and interviews held. New staff are in post and undergoing training. 3FTE CSA now fully resourced. This worksteam is completed	Completed	✓