

HDC TRANSFORMATION PROGRAMME
WORKSTREAM: CUSTOMER SERVICES

CUSTOMER SERVICES HIGHLIGHT REPORT: 21 May .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 and Face to Face Customer Service provision – implementation and improvement of the telephone contact centre and F2F customer service provision. 2. Channel Shift strategy – plan and implement 3. Cash and cheque payments – redirecting these payments taken through the Face to Face channel <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: May 21st 2013

Current Status: Red Amber Green

Telephone Contact Centre and Face to Face Customer Service Team		
Completed Actions	Date(s)	RAG Status
Licensing F2F live on 16 th April	Completed	✓
Next Actions	Date(s)	RAG Status
Review and prepare performance framework for the coming year to be shared with the Customer Services Strategic Board in June.	May	Amber
Continue to develop workflows for Community Safety, test and launch	Mid May	Amber
CEO & Corporate Managers meeting on 21 May to review the current service levels, performance and staffing resources.	21 May	Green
Review staff rotas (F2F) to ensure they meet the needs of the business.	End of May	Green
Customer Service (CBC) Strategy Board Meeting on 10 th June will approve the performance monitoring indicators as outlined within the Admin Agreement. These performance indicators will be used by the Strategy Board to scrutinise on-going performance of the contact centre.	10 June	Green
Arrange additional training on Lagan for the Waste Team	End of June	Green

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Continue to monitor performance against the additional resources provided to Charnwood to bolster the service and use Lagan data to revisit the original business case to ensure we are meeting customer expectations.	On-going	
Continue to 'bed-in' the waste service, review the workflows and work with CBC to deliver against the action plan.	On-going	
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	

Project Risks				
Risk	Mitigating Actions	Owner	L	I
Not meeting the high telephone demands we are currently receiving	Establish reasons for higher call volumes and take necessary action. Promote channel shift. Ensure the service is resources sufficiently to meet demands (peaks and troughs)	RA	4	3
The changes to the welfare reform resulting in higher contact by telephone and face to face during coming months.	Additional temporary resources have been allocated to the Contact Centre. F2F staff will cover extra hours if needed. Customer Service staff are trained on all aspects of the changes. Benefit Assessor located within F2F. Website has been updated – this will be on-going.	RA	4	3

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Channel Shift				
Workstream				
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.				
Next Actions				
Revise the draft Action Plan for Channel Shift to support Transformation 2.			June	
Share draft Channel Shift Strategy with Customer Focus Board and with CMT			June	
Arrange website training for staff			July	
Cash and Cheque Payments				
Completed Actions			Date(s)	RAG Status
Time Savings quantified and soft savings identified in line with the Benefits Framework			Completed	✓
Next Actions			Date(s)	RAG Status
Following meeting with Capita an options/implementation plan/business case will be prepared to improve the payment facilities on the website and shared with the Customer Focus Board.			End May 2013 for draft business plan	

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