

TO: EMPLOYMENT COMMITTEE – 19 DECEMBER 2005

SUBJECT: CUSTOMER SERVICE STAFFING

FROM: CUSTOMER INFORMATION AND ADVICE DIRECTORATE

1. PURPOSE OF REPORT

- 1.1 To request Member approval for the re-designating of post T07010 from Customer Services Manager (One Stop Shops) to Customer Access Projects Officer.
- 1.1.1 To request Member approval for the re-designating of post T03060 from Senior Customer Services Advisor to Customer Services Team Leader as part of the joint One Stop Shop pilot.

2. BACKGROUND

Joint One Stop Shop Pilots – Post T07010 implications

- 2.1 In May 2004, the Executive agreed the Improvement Plan for the Customer Access Best Value Review. A major part of the plan was to pilot joint one stop shop arrangements with the County Council.
- 2.1.1 Members will be aware of the successful launch of Warwickshire Direct – Kenilworth and the respective councils are now in a position to pilot the smaller service model at Whitnash Library.
- 2.1.2 As part of the changes to adapt to the new way of working, a revised staffing structure has been put in place to reflect the new responsibilities. The operational manager of the joint one stop shop initiative is a county council employee and the team leader role is undertaken by a district council employee.
- 2.1.3 Now that these revised arrangements are up and running, it has become clear that there is no longer a need for a One Stop Shop manager employed by the District Council. Consequently the deletion of this role from the establishment is recommended. Fortunately there is no one in post at present.
- 2.1.4 However, it is recognized that the council still has a major role to play in delivering its services in a face-to-face environment. The establishment of a Customer Access Projects Officer role with responsibility for the remainder of the joint one stop shop pilot and potential developments at Lillington, Leamington and Warwick libraries, as well as work at Brunswick's Healthy Living Centre, would ensure that this aspect of the council's service delivery is not neglected.
- 2.1.5 Even if the joint project was deemed to have not been successful, there would still be a need for such a Projects Officer as the council reconsidered how it was to deliver its face-to-face service in the main towns.

2.16 Revenue Costs from 2006/2007

Redesignation	
From..... One Stop Shop Manager	= -£36,922
To..... Customer Access Project Officer	= +£28,567

	= -£ 8,355

2.2 Joint One Stop Shop Pilots – Post T03060 implications

2.2.1 There is a similar position with Post T03060. The next stage of the pilot at Whitnash Library will require some day-to-day management resource. Although the overall operational management of the pilot will be with the county council it will not be possible for the district council team leader to extend her scope further, as along with leading the staff at Kenilworth she also leads two staff based at Warwick Connection.

2.2.2 The establishment already has a Senior Customer Service Advisor post based at Riverside House whose responsibility is to manage frontline staff based at Riverside House. Discussions have taken place both with the officer currently undertaking this role and Unison and the officer is keen to extend her role to cover management of staff at Whitnash as well.

2.2.3 The new role would effectively mimic the joint one stop shop post of Customer Services Team Leader. It is recognized that this can only be for the duration of the pilot at present and therefore the same protections would apply to the officer should the pilot be unsuccessful.

2.2.4 Revenue Costs from 2006/2007

Redesignation	
From..... Senior Customer Service Advisor	= -£25,441
To..... Customer Services Team Leader	= +£26,932

	= +£1,491

2.3 Overall Revenue Effect from 2006/2007

2.3.1 As the change in management arrangements has been necessitated by the joint working arrangements it is appropriate to net the cost of the changes. There is therefore a saving to the council of £6,864.

3 POLICY AND BUDGET FRAMEWORK

3.1 Members have agreed that a key aspect of the customer access strategy is to provide joined-up services in the local communities. The proposed revisions to the

management arrangements will help deliver more efficient reporting structures and consequently improved service delivery.

3.1.1 The proposals produce a saving of £8,355 against budget code 607 but a cost of £1,491 against code 451. A virement of £1,491 from code 607 to 451 is therefore required.

3.1.2 The proposals deliver ongoing revenue savings of £6,864.

4 **RECOMMENDATION**

4.1 Members approve the proposals detailed in Section 1 of the report.

Andrew Jones
Head of Revenues and Customer Services

BACKGROUND PAPERS

EMPLOYMENT COMMITTEE – 21ST December 2004

Areas in District Affected: All

Key Decision: No

Included in Forward Plan: No

For further information about this report please contact:

Contact Officer: Andrew Jones

Tel: 01926 456830

E-Mail andrew.jones@warwickdc.gov.uk