

## **Corporate & Community Services Portfolio Holder Headlines to Overview & Scrutiny Committee February 2014**

Customer Service Centre & One Stop Shops (managed by Warwickshire County Council):

- One Stop Shop services have been aligned with the Library Service and now report into that Service structure at the County Council. Amalgamating resources has enabled us to protect service delivery for the Customer
- The Customer Service Centre (CSC) telephony system has been changed (Ctalk) which has seen some telephone number changes for the customer. The new system offers improved reporting functionality which is helping us with an Improvement Plan for the service. I recognise that service standards have slipped due to a number of staffing changes and I am determined to put this right. Significant emphasis is being placed on cross-training to ensure a fully integrated service offering in the CSC
- We are replacing the Customer Relationship Management system for both face to face and CSC. The time-frames are tight with the existing contract expiring end March but we have a full project team in place and the appropriate resources have been allocated. The new contract is significantly cheaper but provides functionality that is more appropriate to local authority business.
- We are looking at changes in the CSC to support payments being taken by County staff and manage business risk. Our current advice is that only WDC employed staff can take payments over the phone but we are challenging this as it is part of the reason why performance has dipped.

Website:

- The website continues to perform above the average for UK councils with 80%+ success and satisfaction rates with customers. There are over 80,000 visitors to the site a month. Higher success rates mean reduced demand on the CSC and One Stop Shops. During 2013 the website was rated in the top 20 for all UK councils by an independent assessment.
- A new system to allow updates to the website should be in place by March 2014, and the project to implement this is running on time and on budget. Once in place the new system should allow further improvements to take place. This project includes redesigns for the Spa Centre and Pump Rooms websites. It also includes a mobile friendly website as 25% of visits are now from mobile devices.

#### Document Management Centre:

- Significant financial savings have been made as a result of the One Council approach to dealing with mail through the Document Management Centre. Examples include:
  - Volume outbound Cleanmail increased to 99% since 2011/12, now mailing minimal non Cleanmail addressed mail pieces
  - No hand written mail sent out
  - Volume outbound 1<sup>st</sup> class mail reduced significantly
  - Efficiency savings – post saved approx £8k 2012/13
  - Efficiency saving – stationery saved approx £9k 2012/13

#### Media:

- The Media team works with all parts of the Council. Services need to work with the team to “get their message out”. The team doesn’t know what it isn’t told! Examples of working closely with Service Areas include:
  - Local Plan
  - Bowls Championships 2014
  - Marketing Leisure Centres, Royal Spa Centre, Car Parking etc.
  - Warwick 1100
  - Electoral Register
  - Rebranding Fit For the Future
  - Twitter - We currently have 4007 followers on twitter; this has increased due to interaction on twitter through partnership events, campaigns and announcements. A majority of queries and complaints involve housing, parking, recycling with occasional road work complaints which are then directed back to Warwickshire County Council. We had a very successful campaign on twitter involving the Christmas Recycling project
- EU Print Framework: This has been in place successfully for 15 months and has so far produced an estimated saving of 16.4% on externally procured print in its first year. The current print framework will be in place until October 2016.

#### ICT Services:

- On top of the business as usual activities of application and infrastructure upgrades, including the deployment of new technologies such as guest wireless and Jabber, the year has been dominated by recruitment (Over 25% of ICT posts affected) and compliance. The compliance requirements of both the Public Service Network (PSN) and Payment Card Industry Data Security Standard (PCI DSS) require significant changes to the Council’s network and will increase the complexity of its management, as well as impacting how we deliver services to our users.
- Moving forward, both compliance regimes will continue to dominate ICT’s work plans along with Mobile Working and agile working linked to the proposed HQ relocation project; new Intranet, office process automation,

content management, etc. In addition, over 250 of the Council's desktops will need upgrading to Windows 7 before the support expiry date of XP towards the end of March 2014, and this will provide an opportunity to expand the use of VDI technology.

#### Human Resources/Organisational Development/Payroll:

- Despite a recruitment process, we have been unable to appoint a new HR/OD/Payroll Manager. The Chief Executive is leading on this recruitment and I will be able to give a verbal update on the evening. I am obviously concerned that we have been unable to fill the key position but have been assured by the Chief Executive that arrangements are in place to manage the situation. Obviously, the vacancy is having an impact on some of the initiatives that we would like to see progressed.
- Due to a vacancy the Payroll team has reduced staffing, however, an agreement has been entered into with Warwickshire County Council for them to provide ongoing support particularly in relation to significant projects which will need to be delivered over the next twelve months. An options appraisal will shortly commence to determine the long term future of the Payroll function.

#### Community Partnership Team:

- During the course of 2014/15 the Community Partnership Team will be experimenting with various new ways of engaging residents, including on-line voting and the use of Twitter and Facebook. The Neighbourhood Services Community Clean Up service delivered through Community Forums has proved to be a very popular new offer to our neighbourhoods.
- Over 80 small groups in the District have benefited from grants from the Community Forum Grant Fund and the District Council's Small Grants Fund during the course of this year.
- A new Community Development Worker joins the Community Partnership Team from early February. Joanna Payne will be based at the office in Lillington Library, but will have a remit to cover community development work wherever it is required across the District. A Young Apprentice, Tamsyn Keyte is also joining the team for 15 months as a trainee administrator and community worker.
- Over 150 families in the district are classified as 'Priority Families' as part of a nationally funded scheme. The Community Partnership Team is leading on developing a neighbourhood based approach to how partners can support these families once they've been through the intensive support phase.
- The Community Partnership Team are leading on the development of a new Social Inclusion Index for the District, which can be used as a tool by Members, officers and a wide range of partners to better target their resources to meet need. The Team is also leading on a new Financial Inclusion Partnership for the District, involving input from both the public

and voluntary sectors in co-ordination of activities such as Food Banks, Credit Union, Job Clubs, Financial Advice etc.

- The process for the new 2015 commissioning arrangements with the VCS has begun, and will start with consultation with members, officers and the VCS on what the emerging priorities should be for future funding.