

CUSTOMER ACCESS GROUP
Wednesday, 24th November, 2010

Present:- Councillor Wyatt (in the Chair); Zoe Burke, Emma Hill, Rachel O'Neil, Andrea Pearson and Jackie Scantlebury.

Apologies for absence were received from Richard Garrad, Mark Leese, Rob Parker, Dawn Price and Jasmine Speight.

69. MINUTES OF MEETING HELD ON 6TH OCTOBER, 2010

Agreed:- That the minutes of the meeting held on 6th October, 2010, be agreed as a true record.

70. CUSTOMER SERVICE CONSOLIDATION

The Project Team had met with Directorates to look at the Services which should be in scope for the Customer Service Consolidation. A report had been submitted to Cabinet and had been approved.

Karl Battersby had now been nominated as the Strategic Director to move this forward and work was currently under way with Strategic Directors on reaching agreement on which of the processes should be in scope. At present 22 Services had been identified; discussions were still to take place with NAS.

This piece of work was tied in with the Localities Review and Riverside House.

A Working Party had been established to look at the 22 processes including input from RBT. There was also a proposal from RBT on what savings they could offer the Council which was being worked through and would be discussed at the RBT Strategy Board. It was important to ensure that the Consolidation and what RBT was offering was cost effective and met the Council's requirements.

It was expected that the process would be completed by the end of December with a report to be submitted to Cabinet in January, 2011.

Ideally, the Consolidation, Localities Review and the new Library Strategy would be brought in together so there was 1 complete picture of what it would look like but currently all were working to different timescales.

71. IMPROVEMENTS TO PAYMENT METHODS

Rachel O'Neil reported that work was currently being undertaken by RBT on extended payment mechanisms across the Borough. They had identified savings that could be made if PayPoint was implemented that was subject to decisions with regard to the Localities Review.

There would be no savings unless decisions were made on where Services were delivered from. RBT had looked at increasing the number of places where payments could be made i.e. increasing from 9 to 130.

There were the other spin off benefits as well for the local economy e.g. paying in a local shop and buying a loaf of bread.

A report was to be submitted to the 15th December Cabinet.

72. PLANS FOR RAWMARSH CUSTOMER SERVICE CENTRE AND RIVERSIDE HOUSE CUSTOMER SERVICE CENTRE

A plan of the ground floor of the Riverside House Customer Service Centre was shown to the meeting.

The building was due to open April-June, 2012.

Agreed:- (1) That a visit be made to the building in due course.

(2) That a plan of Rawmarsh Customer Service Centre be submitted to the next meeting.

73. BENCHMARKING OF TURNAROUND TIMES

As previously agreed, Rachel O'Neil reported that she had undertaken benchmarking other Councils on their speed of service but was proving very difficult with regard to satisfaction.

From the 40 Councils considered, with regard to telephony services, the average was to answer within 5 rings compared to Rotherham's 7. With regard to written correspondence the average was 10 days.

It was not felt necessary to change any of the Council's targets but to continue benchmarking and review as necessary.

74. ANY OTHER BUSINESS

It was noted that an inspection of the Customer Service Excellence

was taking place.

75. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Wednesday, 26th January 2011 at 11.30 p.m. in the Town Hall.

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