

## COMMUNITY & SOCIAL AFFAIRS COMMITTEE

TUESDAY 21 SEPTEMBER 2010

### REPORT OF TELEPHONY TASK GROUP

#### 1.0 PURPOSE OF REPORT

- 1.1 To report that all of the original terms of reference for the Telephony Task Group have been completed.
- 1.2 To consider the future role of the Task Group.

#### 2.0 RECOMMENDATIONS

- 2.1 **That progress against the original terms of reference is noted and that the existing Telephony Task Group is decommissioned.**
- 2.2 **That a new Task Group reporting to this Committee be established to deal with a broader remit around Customer Services with terms of reference as outlined in 3.5 of this report.**
- 2.3 **That the Chair presents this report to the Efficiency Task Group in relation to the future work that may need to be addressed within the work programme for securing efficiencies.**

#### 3.0 KEY ISSUES

- 3.1 The Telephony Task Group was commissioned in late 2008 to address a number of concerns relating to the operation of the new telephony system that was implemented in October 2008 when the Council moved back into Phoenix House following the fire.
- 3.2 The original terms of reference together with a summary of key actions overseen by the Task Group since January 2009 are detailed at Appendix 1.
- 3.3 As a result of these actions the position is greatly improved from what it was and the Task Group is now of the view that the original task has been completed. There are still some potential future phases of implementation for the telephony system, but these could more usefully be picked up now through the work of the Efficiency Task Group as they will relate to functionality that could help with new ways of working and greater efficiency from a business perspective. There are some key areas that need to be picked up, particularly in relation to the total cost of telephony in relation to new ways of working and potential functionality that could be used to improve the efficiency and effectiveness of how we conduct business.
- 3.4 Whilst the original remit has been met the Task Group is keen to ensure that services to customers are maintained and enhanced during the period up to and beyond the move to new building in 2011. With this in mind the Task Group is aware of a number of issues that will require attention over the next year or so, such as reviewing the Council's Customer Service Strategy, including a review of

access channels, participation in the Total Place Access to Services project, implementation of the Tell Us Once project and development of the Circles of Need Pilot project for victims of anti-social behaviour.

3.5 The Task Group would therefore like to suggest that the Telephony Task Group is decommissioned and that a new Customer Services Task Group is established with the following terms of reference: -

- To improve the customer experience in terms of interaction with the Council.
- To review the Council's approach to access channels
- To review the Council's customer service strategy together with the development of an action plan
- To oversee the implementation of the action plan
- To make recommendations as appropriate to this Committee

#### 4.0 **POLICY AND CORPORATE IMPLICATIONS**

4.1 The existing customer services strategy is now five years old and needs to be reviewed in light of changing circumstances.

4.2 Improving customer experiences is a key ambition that is likely to have a positive impact on customer satisfaction and better outcomes for people.

#### 5.0 **FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

5.1 The financial and resource implications will be similar to those involved in running the existing Telephony Task Group..

#### 6.0 **LEGAL IMPLICATIONS/POWERS**

6.1 There are no specific legal issues.

#### 7.0 **COMMUNITY SAFETY**

7.1 There are no direct community safety implications.

#### 8.0 **EQUALITIES**

8.1 There are no specific equalities issues.

## 9.0 RISKS

9.1

**Probability**



Very High A				
High B				
Significant C				
Low D				
Very Low E			1, 2	
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact →

Risk No.	Description
1	Poor customer service.
2.	Resident dissatisfaction

## 10.0 CLIMATE CHANGE

10.1 There are no direct climate change implications of this report.

## 11.0 CONSULTATION

11.1 No specific consultation other than with the Telephony Task Group.

## 12.0 WARDS AFFECTED

12.1 All wards are affected by changes to customer services.

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Date: 28<sup>th</sup> July 2010

Appendices : 1