



Borough of Oadby & Wigston

Policy Committee 9th September 2008

Customer Services

Report of: Deputy Chief Executive Report Number:
Author: Deputy Chief Executive

NON-EXEMPT
This report is likely to be considered while the meeting is open to press & public

Summary:

This report informs the Committee of the current status of the Customer Services Action Plan arising from the Peer Review of customer Services.

Recommendations:

That members note the progress with the Customer Services Action Plan.

Level of delegation: Committee	Wards affected: All
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Comments of Statutory Officers:

Head of Paid Service: None.
Proper Officer for Financial Affairs: His report.
Monitoring Officer: None.

Appendices Attached: Progress against the Customer Services Action Plan.

Impact Assessments:

Health:)
Environment:)
Community Safety:) Customer Services impacts on all Council services and activities.
Human Rights:)
Equal Opportunities:)
Risk Assessment:)

Commentary:

The January 2008 meeting of this Committee received a report on the Action Plan arising from the Customer Services Peer Review. That report showed that 7 of the 12 action points had been completed and that progress was being made against the remaining 5 actions. The appendix to this report gives an update on progress against these remaining actions.

Background Papers referred to in compiling this report: None

Oadby & Wigston Borough CouncilCustomer Services – High Level Action Plan – Progress at August 2008

	Action	Responsible Officer	Progress to August 2008
7.	Identify 'Change Management' resources to take forward the re-engineering of Council services.	Chief Executive/Deputy Chief Executive	<i>The former Head of Revenues & Benefits has now been seconded to the position of Interim Head of Service Transformation and has a programme of work in place to work with Service Heads to look at how services might be re-engineered for the benefit of the customer.</i>
8.	Complete Council Accommodation review	Deputy Chief Executive	<i>The accommodation review was reported to Policy Committee on the 18th March 2008. It was agreed that the option to refurbish and extend the existing offices will be progressed once proposals for home working and shared services are sufficiently developed. Policy Committee are to receive a report before end of 2009 on the way forward.</i>
9.	Investigate alternative locations to provide a customer services presence.	Deputy Chief Executive	<i>The Council has reached agreement with Leicestershire County Council to have customer advice desks in each of the 3 libraries in the borough. The official opening of the advice desk in Wigston library will take place on the 30th September 2008. The Council will then move into Oadby and South Wigston libraries.</i>
11.	Prepare Corporate Customer Services/Access Strategy (based on findings from the above).	Deputy Chief Executive/Interim Head of Service Transformation	<i>The Interim Head of Service Transformation is preparing the Corporate Customer Services Strategy. This will be available to present to either the November 2008 or the January 2009 Committee meeting.</i>
12.	Prepare IT Strategy to support Customer Services/Access Strategy (to include the investigation of alternative Customer Relationship Management (CRM) solutions).	Deputy Chief Executive	<i>At it's meeting on 29th July 2008, Council approved a shared ICT service with Hinckley & Bosworth Borough Council and their private sector partner, Steria Limited. The shared service will be in place by January 2009. A new IT Strategy will be prepared as part of the shared service arrangement which should be available for presenting to the January 2009 meeting of this Committee.</i>