

Statement by the Cabinet Member for Customer Services

26 July 2011

The new Customer Services Business Group includes the following Customer Services, Waste and Recycling, Street Scene, Revenues and Benefits, ICT, Communications and Reprographics.

Waste and Recycling

As part of the Shared Services Business Case, the Richmondshire Waste and Street Scene staff are to transfer to Hambleton, as their employer and work is progressing to this aim. Full round integration is still subject to further work on route optimisation.

The recent high fuel prices have put pressure on the service budget. Driver training and other fuel savings measures continue to be used to try to mitigate these pressures. Some recycling of cardboard can now be done at the local Bring Sites using the waste paper containers.

Revenues and Benefits

The shared service has been operational since the beginning of March, integration of the Richmondshire part of the service onto the Hambleton IT system is one key priority as basing the whole service onto one IT system will lead to further efficiencies. The system is expected to go live in September 2011.

Another key priority is the understanding of the Welfare Reform Act on the service. Information is coming through slowly but it is expected that there will be fundamental change to the Benefits and Fraud teams, and to the distribution method of local taxation.

Customer Service

Through the Govmetric system customer satisfaction continues to be measured, with satisfaction well into the Good category, there is a continued improvement rating from users of the Council website.

Where resources allow work continues towards aligning service delivery at both sites. There has also been some shadowing of work practices at both sites by Customer Service Officers and this should lead to improved practices and efficiencies.

Councillor Brian Phillips
Cabinet Member for Customer Services