

Statement of the Cabinet Member for Customer Services

13 December 2011

Customer Services

During Q2 67% of enquiries received were resolved at the first point of contact, this against the target of 80%. This is unsatisfactory and as a remedial action Customer Service staff are to be trained to deliver Council Tax and Benefits to a more advanced level, followed by other service areas. Following this action I would expect quarterly increases towards the target.

The restructure of the shared service will formally go live on the 3rd January 2012, but the joint contact centre will be working in early December 2011. On the 12th and 13th December there will be a visit to both Councils of the Shared customer service accreditation surveillance 1 team, which will support our ongoing accreditation for the next 12 months on a shared basis.

The Board is currently looking into the Allpay system.

Communications

The department as always is busy with press releases on behalf of the Council. The new websites are in line for launch in the New Year and the new joint intranet came on line in October.

Waste and Recycling

Tender documents for the new recycling contracts went out to 13 interested parties at the end of October for return at the beginning of December. This will be followed by evaluation which is expected to be time consuming as there will be a number of different equations to be considered. The new contract needs to be awarded before Christmas for a start in the middle of January 2012.

A free Compostable sack will be available to coincide with the Christmas Tree collection and the restart of the Green Waste collection in March for those residents who require one. This will be on a request basis and will be on the website.

As there is an extra week available for litter picking this year, members are invited to put areas forward for concentration for this work.

Revenues and Benefits

As stated previously the migration of Richmondshire Benefits data onto the Northgate system in line with HDC was to be completed by the end of September. This was achieved although due to the large amount of back dated information that needed to be manually inputted there has been a dip in performance levels, but extra efforts including overtime have been used to reduce this dip.

Councillor Brian Phillips
Cabinet Member for Customer Services