

**OVERVIEW AND SCRUTINY TRANSITION BOARD
8 MAY 2009**

**RESPONSE FROM IMPLEMENTATION EXECUTIVE MEMBER FOR
CUSTOMER ACCESS TO THE RECOMMENDATIONS OF THE JOSTB
CUSTOMER ACCESS TASK GROUP**

I would like to thank the task group members for their report and the time they have devoted to their task.

I have set out your recommendations and my response below.

Recommendations

82. The JOSTB is asked to:

- a. Endorse the final report of the Customer Access Task Group.
- b. Note that the following commitments set out in the Access to Service Strategy will be in place by 1 April 2009:
 - i. a consistent face-to-face service covering both district and county services at each of the main locations;
 - ii. one main contact number plus 'golden numbers' that will access certain services directly;
 - iii. a new web-site that is an effective channel for customer transactions; and
 - iv. an email service that will go to service inboxes, including where appropriate, e-forms that will capture transactional information at the earliest opportunity.
- c. Consider, as a future scrutiny topic, the transformational aims of the *Customer Access to Services Strategy* as set out in paragraph 29(a)-(d).

Response: I support this recommendation. The commitments as set out in b i – iv were achieved.

- d. Recommend the implementation of high quality interface software to enable smooth loading of customer addresses from the property gazetteer NPLG to LAGAN to improve customer

experience, reduce the time taken in transactions, and increase the accuracy of records.

Response: This has been done, we have implemented QAS, the market-leading software of this kind.

- e. Consider investigating, as a transformational aim, alternative methods of Customer Access via technological means located at area hubs, for example, Webcams and 'hot phone' links, for hard-to-reach customers and areas.

Response: I support this recommendation. This investigation is likely to be part of the work during 2009-10.

- f. Recommend the redesign of the County Hall reception area in Trowbridge to present a more customer-friendly image in its provision of services.

Response: This has been done with the refurbishment of County Hall's reception area, at minimal cost.

- g. Recommend the review of opening hours for service by both face-to-face and telephony channels to better match customer preference and demand.

Response: I support this recommendation. This investigation is very likely to be part of our work during 2009-10.

- h. Recommend the provision of a plan for providing face-to-face services to the Council's most vulnerable service users, from 1 April 2009.

Response: We will review the way that we provide face to face walk-in access for vulnerable users with the service areas which are involved in this and report back with recommendations.

Cllr Mark Baker
IE Member for Customer Services