

6 November 2017

Agenda Item: 5

## **REPORT OF THE CORPORATE DIRECTOR, RESOURCES**

### **SMARTER WORKING PROGRAMME AND CUSTOMER SERVICE CENTRE**

#### **Purpose of the Report**

1. To seek approval to arrange a site visit for Members to see the impact of three projects within the Smarter Working Programme (SWP):
  - Digital Scanning of incoming mail for electronic distribution at County Hall
  - The scheduling system for START in operation at Prospect House
  - The new office configuration at Lawn View House
2. To include within this site visit agenda, a visit to the Customer Service Centre, as agreed with The Leader following her successful visit during National Customer Service Week (5<sup>th</sup> October 2017).

#### **Information and Advice**

##### **Background**

3. In November 2016, Policy Committee approved funding for the Smarter Working Programme for the roll-out of new ICT equipment and the refurbishment of office buildings.
4. Whilst this is the main focus of the SWP, there are number of other projects that come under the umbrella of the Smarter Working Programme.
5. As sponsor for the Smarter Working Programme, the Corporate Director (Resources) would like to arrange a visit for Members to see the outcome of some of the work undertaken so far.
6. The Customer Service Centre has been open 10 years and has changed considerably during this time. Councillor Kay Cutts MBE and Councillor Neil Clarke MBE, Chair of the Personnel Committee, attended the centre on 5<sup>th</sup> October and were involved in an event celebrating the 10 year anniversary and the highest customer satisfaction levels to date and also presented some individual performance and achievement awards. It was felt that other Members would benefit from a tour of the centre, a briefing/presentation of the work completed and, time permitting, some call listening.

## **Proposed visit**

7. It is proposed to arrange a site visit, for up to 20 Members, on Tuesday 5<sup>th</sup> December 2017 which would start at County Hall to see a demonstration of the digital mail scanning.
8. Members will then move on to Prospect House to see the scheduling of START workers in a live situation.
9. The next visit would be to Lawn View House where the project to replace the ICT equipment and reconfigure the office space has recently concluded.
10. The visit would end with a tour and call listening at the Customer Service Centre, Mercury House, in Annesley.

## **Financial Implications**

11. The financial implications of this proposed trip will include refreshments at Lawn View House. Transport arrangements will be confirmed once it is clear which Members wish to attend the visit (there will potentially be further costs if additional transport needs to be arranged). The estimated maximum cost of the site visit is £225. Any costs incurred will be met from the budget for the Smarter Working Project.

## **Other Options Considered**

12. No other options were considered

## **Reason/s for Recommendation/s**

13. To seek approval to arrange the trip

## **Statutory and Policy Implications**

14. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION**

That the Improvement and Change Sub-Committee approves the arrangement of a Smarter Working programme site visit for Members on Tuesday 5 December 2017.

**Jayne Francis-Ward**  
**Corporate Director Resources**

**For any enquiries about this report please contact:**

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**Constitutional Comments (EP 20.10.2017)**

15. The Improvement and Change Sub-Committee has the delegated authority to agree the recommendation contained in this report.

**Financial Comments (RWK 23/10/2017)**

16. The financial implications are set out in paragraph 11.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None

**Electoral Division(s) and Member(s) Affected**

All