

REPORT OF THE DEPUTY LEADER OF THE COUNCIL

KEY ISSUES AND ACTIVITIES

1. The report updates Members on matters which fall within my portfolio.

Health & Wellbeing Board

2. At the September meeting of the Health & Wellbeing Board there was a presentation about dementia in the County. Members heard that there was likely to be an increase of 106% in the number of people with dementia by 2030. This highlighted the importance of dementia as a significant health and social care issue. Three case studies were used to illustrate how services can help people with dementia. Members agreed that the Board should support work to improve awareness of dementia.
3. The following papers are on the agenda for the 9th November Board: substance misuse; Joint Commissioning structures and governance; Health and Wellbeing strategy update and clinical commissioning group authorisation.
4. Meanwhile, on the 18th October I attended the Health and Wellbeing Theme Launch of the University of Nottingham's Impact Campaign. The campaign aims to raise £150 million over 5 years, a significant part of which is to be invested in 12 major research programmes in medicine, diagnostics and community health. Several of these projects are of direct relevance not only to the development of the Health and Wellbeing strategy for the County, but also to major ongoing concerns of the County Council in relation to Adult Social Care and Children and Young People's Services.

Localism Agenda

5. With the Localism Bill expected to become law before the end of the year the County Council's response is beginning to take shape. It is intended that a report setting out and seeking approval of the Council's policy should be presented to the next meeting of the County Council on the 15th December.
6. In the meantime a Localism Member Reference Group has been established for an inaugural meeting on the 31st October. A seminar for all members is planned for November and plans are also in hand for wider consultation on the implications of the legislation with local communities, Town and Parish Councils and the voluntary sector.

Visit to China and Malaysia

7. At the invitation of the Vice-Chancellor of the University of Nottingham my wife and I became members of a group visiting the University's overseas campuses in China and Malaysia between the 25th September and the 2nd October. The group also visited Shanghai, where a third overseas campus is under discussion.
8. Of particular relevance to the County Council is the willingness of the Provost of the University of Nottingham Ningbo China to offer support to Nottinghamshire businesses wishing to emulate the success of those like Abacus Lighting of Sutton-in-Ashfield and Benoy Architects of Newark, who have secured major contracts in China. In this context it is also relevant to note that on the 21st September the Chairman and I welcomed to County Hall a delegation of senior officials from the Guangxi Autonomous Region of Southern China, during a visit sponsored by the British Sugar Corporation.
9. At the Malaysian campus outside Kuala Lumpur the focus was on encouraging a greater number of English students to spend a term, or even just a month, learning more about the opportunities that exist in rapidly growing Asian economies. As the most opportune time for such an exchange would be during the first year at university, there is scope for making pupils aware of these possibilities in the sixth form or even earlier.

Customer Services

10. *Registration Services:* Members will be aware that since July the Customer Service Centre has been handling enquiries for the Registration Service. Initially this involved general enquiries but more recently was extended to include making appointments for registering a birth or death on behalf of Registration Services. Initially this covered the Mansfield/Ashfield and Bassetlaw Registration Districts but with effect from week commencing 10th October 2011 this has been extended to cover the remainder of the County. This approach ensures consistency, improves efficiency and will generate capacity for Registrars to take on additional tasks such as 'Tell Us Once'.
11. *Tell Us Once:* Members will be aware of the proposed introduction of the 'Tell Us Once' service - a single notification system to securely share the registration details of a birth or death with 24 central and local government services across the country. This service will now go live in Nottinghamshire from 3rd November 2011. Press information and publicity material has been prepared as part of a co-ordinated communications plan working with a range of other organisations across the County to inform the public about the new service.
12. In addition to handling all enquiries and appointment booking for the Registration teams across the County; the Customer Service Centre will also play an internal communications and co-ordination role. This will include managing the resulting "back-office" requests relating to internal services areas such as collection of Occupational Therapy equipment; cancellation of home care packages, Blue Car Badges and meals at home etc.
13. *Blue Car Badge Mobility Assessment Clinics:* Mobility assessments to date have been coordinated by the Customer Service Centre via the applicant's GP at considerable cost to the authority. GP medical assessments currently cost the authority £26.50 each (plus administration, stationery and postage costs). In addition, some GP's take in excess of 12 weeks to respond to requests. Two Occupational Therapists have now been recruited

within the Adult Access Team based at the Customer Service Centre with responsibility for assessing the mobility of Blue Car Badge applicants County-wide where an assessment is required (i.e. those not already in receipt of higher rate Disability Living Allowance). Assessments will be conducted across the County at a variety of locations with the Customer Service Centre managing and booking appointments. The implementation of these 'clinics' will mean a reduction in costs and a quicker turnaround of assessments and improved service to applicants.

14. *Blue Car Badge Reform Bill:* There are potential benefits of the new national system in terms of parking enforcement and combating fraud. However, there is still a considerable amount of work involved in implementation of this project in terms of systems access and development and the writing and implementation of new processes which requires completion by 31st December 2011. Work is currently ongoing with colleagues in the Highways service to ensure effective implementation.
15. *Family Information Services:* As part of the cross-cutting service review, work is now well underway with the Family Information Service to map and understand the service provided and volumes and types of enquiry. This has identified how the Customer Service Centre is able to provide support in terms of enquiry handing, information provision and basic support activities. Work has now been completed to refine the scripts for Customer Service Advisors and update web content with the aim of transferring this aspect of the service to the Customer Service Centre in the New Year.

Systems development

16. *The new Business Management System:* The Customer Service Centre will form part of the go-live support arrangements and take enquiries from employees in relation to pay following the new system going live at the end of November.
17. *Customer Relationship Management System:* Plans are underway to upgrade the system for managing customer enquiries at the Customer Service Centre to improve management information and provide simpler and more efficient processes. The system will also be rolled out for use at the Business Support Centre. This will ensure the timely provision of critical management information about enquiries and the nature and type of any issues being raised. This will support the stabilisation of the new business management system and ensure that any common problems can be identified and resolved quickly.
18. *Call Routing Software:* This system is also being upgraded to the latest version to give additional benefits in terms of:-
 - More effective call routing – calls will be routed directly to advisors with the relevant skill sets and experience thus reducing training costs.
 - Improved management information on numbers of calls, types of calls, call times etc.
 - Improved customer satisfaction as calls will be directly routed to advisors who can resolve enquiries straightaway.

**COUNTY COUNCILLOR MARTIN SUTHERS
DEPUTY LEADER OF THE COUNCIL**