

meeting COUNTYCOUNCIL

date 9 December 2010

agenda item number **7a ii.**

REPORT OF THE DEPUTY LEADER OF THE COUNCIL

NHS reform agenda

1. The coalition government's proposals to abolish Regional Health Authorities and Primary Care Trusts and to give general practitioners a major role in the commissioning of healthcare has very significant implications for the County Council, as does the impending creation of Health and Wellbeing Boards, which will give elected members direct involvement in the development of local healthcare strategies.
2. On the 24th November the Rushcliffe Members' Forum met the non-executive Chairman, the General Manager and a senior General Practitioner from Principia, the consortium of medical practices serving the whole of the borough. This proved to be an extremely useful exploratory meeting and I would strongly recommend each Members' Forum to seek a similar opportunity in the near future.

Face to face customer access

3. Customer service points at the Newark, Ollerton, Broxtowe and Beeston sites are all now operational. Work is being undertaken to analyse current footfall volumes and this will be used with other customer insight information to shape our future proposals for face to face service across the county in the new organisation.

Customer Service Centre (CSC)

4. Existing services have been expanded and new services have been brought on-line at the Customer Services Centre as outlined below:
 - a. "Tell Us Once" has now gained cabinet approval. This will improve services for customers as one contact will fulfil many different functions. The Customer Services Centre is working closely with the Registrars to transfer in calls for the Registration service. It is estimated that this will be in the region of 30,000 enquiries a year.

- b. **Health and Safety** – The Customer Service Centre is now taking all initial Health and Safety inquiries and are offering first line basic advice and guidance. Enquiries are in the region of 400 per month currently.
 - c. **Permits** – Special Access Permits (SAP) are now being managed by the support team in the Customer Service Centre. Numbers range from 15-20 a day. This work has been absorbed into the existing team.
 - d. **Blue Car Badges** – Work progresses to centralise the processing of blue car badges at the Customer Service Centre. The plan is to build a new database to improve processing and to give added value for customers. For example proactively sending out reminder letters at renewal time.
 - e. **Bassetlaw District Centre** - Work is underway to migrate council tax calls (out of hours) to the Customer Service Centre. The team will answer queries and take payments on Bassetlaw District Council's behalf. The target date for this will be late December. The Customer Service Centre is also supporting Bassetlaw over the Christmas period when their offices are closed.
5. Work has also continued to further improve systems and processes at the Customer Services Centre since my last report to County Council as follows:
- a. **Emails** – A full review of email processing is underway looking at volumes and performance management. A full training programme is being delivered to ensure consistency across all advisors in terms of performance and quality of response.
 - b. **Lagan (CRM system)** – A meeting has taken place with the supplier to review the latest version of the software and an evaluation of this is being undertaken. The latest version incorporates a citizen's portal enabling self service functionality to be deployed and integrated with the rest of the system via the web. The supplier has also developed an iphone application which enables citizens to report such things as a pot hole. The application enables a photograph and GPS coordinates to be sent directly through to the Customer Service Centre and also provides a tracking facility enabling the user to receive update messages. This application is currently being used in Northumberland and Bradford.
 - c. **Highways** – Integration of HAMS/Intallio/Lagan systems is now live and the team are already seeing a reduction in call handling times for Highways enquiries. The integration of the two systems allows data to be transferred and both systems to be updated.
 - d. **Asbestos and Waste** – A complete review of processes has been undertaken and new streamlined scripting has been implemented to include e-forms that will eventually link directly to the web. Once in place this will enable customers to self serve. This has also further

improved call handling times for the Customer Service Centre advisors.

Councillor Martin Suthers
Deputy Leader of the County Council