

report



meeting	COUNTY COUNCIL		
date	19 th May 2011	agenda item number	11a ii.

REPORT OF THE DEPUTY LEADER OF THE COUNCIL

Purpose of the report

1. The report seeks to update Members on matters which fall within the Deputy Leader's portfolio.

Shadow Health & Wellbeing Board

2. The Shadow Health & Wellbeing Board for Nottinghamshire held its inaugural meeting on 4th May. The Board considered the scope of its future activities and approved recommendations with regard to the development of a revised Joint Strategic Needs Assessment and Health & Wellbeing Strategy for the County. It received a presentation on life expectancy and all age causes of mortality which generated considerable discussion. Reports were also received on Joint Commissioning in Nottinghamshire and the future relationship of Nottinghamshire Children's Trust with the Board.

Localism Agenda

3. On the 14th April I attended with the Group Manager, Localism & Partnerships Policy at the offices of Southwell Town Council to meet the Chairman, Deputy Chairman and Clerk. The purpose of the meeting was to discuss the potential for the County Council to devolve responsibilities and resources to the Town Council for the mutual benefit of both local authorities and of the local community. It proved to be a constructive occasion which will hopefully lead to a pilot scheme capable of being rolled out to other Town Councils, Parish Councils and groups of parishes as part of the County Council's localism policy, which should soon have been developed to a stage where it can be shared with Members and their input invited. This policy will recognise the wide diversity that exists within the County, with particular reference to those areas that have few Town or Parish Councils.

Performance improvements

4. There has been a significant increase (by approximately 25,000) in the overall number of enquiries dealt with by the Customer Service Centre in the last year. The number of email enquiries in particular has increased from an average of 1,327 to 1,805 per month.
5. Improved systems and processes have decreased the time taken to deal with enquiries with an increase in the number of enquiries dealt with by each advisor. Work is in hand to refine the monitoring of call handling time in order to distinguish and set improvement targets for different types of calls which range from complex to basic signposting and information giving.
6. In addition to dealing with more enquiries the centre has also seen an improvement in outcomes for customers with an increase of over 10% in the number of enquiries which are resolved at first point of contact.
7. These improvements in efficiency and customer service whilst generating savings are part of the Customer Service Centre Improvement Plan on which further work will be undertaken over the coming year. This will include updating and making better use of available technology and further redesigning and integrating systems and processes to improve customer service across the whole Council.
8. A summary of the high level performance improvements are attached as Appendix 1.

Blue Car Badges

9. Processing of blue car badges for all districts is now centralised at the Customer Service Centre and the systems review (for a centralised database) is now complete. This will ensure consistency and that more efficient processing is in place.
10. It is intended that the current parking enforcement software will also be used for permit and letter production and will take a feed from other systems at the Customer Service Centre each day to ensure that parking officers have the correct information sent to their hand-held devices enabling them to issue enforcement notices to those permit holders who are displaying inaccurate, out of date or fraudulent badges. This is a new development on which work will commence in May 2011.
11. Work is progressing to implement assessments for blue car badges, where required, via Occupational Therapy clinics. Once fully operational this will generate a significant reduction in the costs associated with GP assessments.

Highways

12. Integration of systems at the Customer Service Centre and within the Highways service is live with customers, customer service and Highways service staff able to directly input into the system in relation to matters such as reporting potholes and street lighting queries.
13. Enquiries for the Highways service have reduced considerably with the introduction of customer self service from a peak last year of 469 email enquiries per month immediately prior to go live to the current figure of 15 email enquiries per month. This has generated savings and released capacity to make other improvements at the Customer Service Centre.

Registration Services

14. In preparation for the launch of the “Tell Us Once” service in September work is in hand to transfer enquiries to the Customer Service Centre from the Bassetlaw area. Customer Service Advisers will be booking appointments for registrars and dealing with basic enquiries. This service will go live during May in Bassetlaw with calls from other districts being transferred during the summer months.

Councillor Martin Suthers
Deputy Leader of the County Council