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<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b> 19 <sup>th</sup> June 2012
<b>Report By:</b>	<b>Chief Financial Officer</b>	<b>Report No:</b> <b>FIN/44/12/AP/LA</b>
<b>Contact Officer:</b>	<b>Alan Puckrin</b>	<b>Contact No:</b> 01475 712223
<b>Subject:</b>	<b>Customer Services Update</b>	

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## 1.0 PURPOSE

- 1.1 The purpose of this report is to advise Committee of recent developments in respect of Customer Services including the move to the new facilities at the front of the Municipal Buildings.

## 2.0 SUMMARY

- 2.1 As part of the Management restructure responsibility for Customer Services was combined with responsibility for Revenues & Benefits and was moved under the Chief Financial Officer with effect from May 2012. In addition the post of Revenues & Customer Services Manager was created and Fiona Borthwick has been appointed to this role.
- 2.2 The new Customer Service Centre at the front of the Municipal Buildings has been completed and the first employees moved over to the building week commencing the 28<sup>th</sup> May. The building is due to open to the public on 11<sup>th</sup> June 2012. By having an initial batch of employees occupying the new Customer Service Centre it has enabled a number of operational issues to be tested and rectified and this work will continue over coming weeks once the building comes into full use.
- 2.3 In order to optimise the use of this new facility it is important that as many of the Council's front facing customer services are delivered from this facility as possible. Discussions with the Renfrewshire Valuation Joint Board have been concluded with effect that, from the middle of July 2012 the Renfrewshire Valuation Joint Board will have a presence in the Customer Service Centre one day per week increasing to two days per week by the early Autumn. In addition it is intended that over the summer the registrars will move their non civil ceremonies services from West Stewart Street to the Customer Service Centre.
- 2.4 Work is ongoing between the relevant Services to manage this transition and one outcome of this is that the current cash collection facility at West Stewart Street will close at some point over the summer and as a result all Council run cash collection facilities within Inverclyde will take place at the new Customer Service Centre. It is not envisaged that this move will affect income levels due to the close proximity of West Stewart Street to the Municipal Building and the fact that there are a number of outlets in the West Stewart Street area which will take payment via pay point or at Post Offices. Statistics for the relative use of West Stewart Street and Municipal Buildings for cash collection are attached as Appendix 1.
- 2.5 A significant amount of work is required in respect of Customer Services both in the development of a Customer Services Strategy, relevant Service Level Agreements and also identifying other opportunities where services to the public can be further improved. A more comprehensive update in this regard will be presented to the next Policy & Resources Committee.

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### **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the Committee note the contents of this report and the proposed developments to the Customer Service Centre that are due to take place over the summer.

Alan Puckrin  
Chief Financial Officer

## Appendix 1

### Customer Contact Centre

1st May 2011 to 1st May 2012

	<u>No of Transactions</u>	<u>Amount</u>
<b>Council Tax</b>	27,813	2,308,787.49
<b>Inverclyde Sundry Debtors</b>	3,716	523,574.08
<b>Non Domestic Rates</b>	157	138,220.95
<b>Riverclyde Homes</b>	33,382	1,884,294.20
<b>Registration Fees</b>	8	91.90
<b>Unallocated</b>	4000	1,292,257.79
<b>Environmental Services</b>	1146	28,334.05
<b>Licences</b>	2249	264,303.68
<b>Miscellaneous</b>	1150	18,328.22
	<b><u>73,621</u></b>	<b><u>6,458,192.36</u></b>

### Registrars - West Stewart Street

1st May 2011 to 1st May 2012

	<u>No.of Transactions</u>	<u>Amount</u>
<b>Council Tax</b>	1,946	227,998.01
<b>Inverclyde Sundry Debtors</b>	192	9,308.55
<b>Non Domestic Rates</b>	17	4,941.66
<b>Registration Fees</b>	4,244	92,485.44
<b>Miscellaneous</b>	178	682.76
	<b><u>6,577</u></b>	<b><u>335,416.42</u></b>