

South Somerset District Council

Notes of an informal meeting of the **Well-Managed Services Overview Commission** held on **Wednesday 24th October 2007** in Committee Room 3, Brympton Way, Yeovil.

(9.30 a.m. – 10.55 a.m.)

Present:**Members:**

Rupert Cox (Chair)
Robin Munday
Tom Parsley
Alan Smith
Derek Yeomans

Officers:

Emily McGuinness	Scrutiny Manager
Angela Oxenbury	Committee Administrator
Jason Toogood	Customer Services Manager

Apologies were received from:

Jean Smith

Contact Centre**Follow up of actions from previous meeting**

The Customer Services Manager circulated the main purposes of his job. It was noted that the Head of ICT and Customer Services was an agency appointment and a job description for that post is attached to these notes.

Robin Munday confirmed that, as theme adviser for ICT, he had spent time in both the Contact Centre and the IS Unit to monitor the system and ascertain the links between the two units. He felt that in some instances the Contact Centre system was not receiving up to date information for its operators.

The Scrutiny Manager reported that the IDeA had offered support to the Commission for £1200 per day. However, IDeA had identified North East Derbyshire as an example of best practice where two authorities shared a contact centre. She circulated the performance indicators for the centre and suggested that questions could be set for the authority or that representatives be invited to attend a Commission meeting.

The Customer Services Manager set out the improvements in performance of the Contact Centre that had been achieved in the targets for both customer satisfaction and the percentage of calls answered within 60 seconds. He explained that more casual staff had been employed to anticipate busy periods.

He said there was still a problem of reluctance of back office staff to take calls. Heads of Service would be asked to urge staff to take ownership of their calls.

The Customer Services Manager agreed to forward to members the list of the 125 services available on the Northgate system.

With regard to the Corporate Customer Care Package, the Customer Services Manager advised members that the idea had been accepted at Senior Management level but had not yet been pursued. He suggested that the Corporate Director – Communities be invited to address the Commission on the future of the Package.

Members welcomed the improvements that had been achieved in the performance of the Contact Centre. The theme adviser for ICT was to discuss concerns with the Manager but it was acknowledged that many of them had been resolved.

It was agreed that a report be made to Scrutiny Committee at its January meeting.

Actions

Job descriptions for the Customer Services Manager and the Head of ICT and Customer Services to be sent to members (attached to these notes).

The Scrutiny Manager to draw up questions to ask North East Derbyshire Contact Centre about their performance. The questions to be approved by Commission members first.

The Portfolio Holder for Customer Services be invited to the next meeting of the Commission.

The Corporate Director – Communities be invited to the next meeting of the Commission.

Report to Scrutiny Committee in January 2008.

Date of Next Meeting

Members agreed that the next meeting of the Commission would be on **Tuesday 20th November at 9.30am. Committee Rooms 3 and 4 have been booked for the meeting.**