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**Report of Head of Scrutiny and Member Development**

**Report to Scrutiny Board (Resources and Council Services)**

**Date: 18<sup>th</sup> February 2013**

**Subject: Contact Centre**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

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**Summary of main issues**

1. This Scrutiny Board has always had an interest in the performance of the Contact Centre, seeing it as a pivotal function in the Council's relationship with its customers.
2. In previous discussions around the Contact Centre the Board has discussed;
  - Performance prior to, and following migration to the Contact Centre
  - Current performance levels , resources and challenges
  - Observations on performance / standards in other organisations
  - Potential initiatives to improve performance in the short term
  - Different future models of operation
3. The Board recommended to the Executive in January 2012 that a contingency budget be provided to respond to any 'spikes' in activity at the Contact Centre as either the result of service failure or known changes. The Board anticipates that such a spike will occur in April 2013 when Welfare Reform changes come in.
4. As part of Scrutiny's process of reviewing overall performance, appropriate officers have been invited to attend today's meeting to give a general update on the Contact Centre. To assist in this appendix 1 provides statistics on performance levels for 2011/12 and 2012/13.

## **Recommendations**

5. Members are asked to receive an update on the Contact Centre and make appropriate comment and or recommendations. .

## **Background papers<sup>1</sup>**

None used

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.