



OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Contact Centre: Efficiencies and the Partnership with Lancashire County Council.

Investigation by: Corporate and Customer Overview and Scrutiny Panel

Type: Inquiry

Objectives:

Efficiencies

1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council's efficiencies agenda.

Partnership Working

2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements.
3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing.

Desired Outcomes:

Efficiencies

1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements.

Partnership Working

2. To establish that the partnership arrangements are working effectively, and, in situations where this is not the case, to propose actions to remedy the situation.
3. To ensure the partnership is delivering the highest quality customer experience.

Terms of Reference:

1. To conduct an investigation into the Lancashire Shared Services Contact Centre partnership arrangements.
2. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre.
3. To identify possible improvements.
4. To report on the investigations findings and make recommendations to Overview and Scrutiny Committee consistent with the Inquiry's objectives and desired outcomes.

Key Issues:

Efficiencies

1. Migration of resources from back office services into the Contact Centre.
2. Integration to back office systems.
3. Streamlining contact telephone numbers and email points.
4. Managing migration of customers to more efficient methods of access to services.

Partnership Working

5. Review contractual arrangements with Lancashire County Council.
6. Contractor performance and governance.
7. Differing approach of partners.
8. Customer Relationship Management system.
9. Development of Lancashire County Council

Risks:

1. Damaging relationships with partnership organisations.
2. Possibility of negative publicity to the partnership.
3. Having desired outcomes beyond the capacity to deliver.

Example of a previous scoping document

Customer Service strategy. 10. Delivery of Customer Focus and Access strategy.	
Venue(s): Town Hall, Market Street, Chorley.	Timescale: Start: July 2006. Finish:

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

1. Lancashire County Council Customer Service strategy.
2. Partnership Customer Contact strategy.
3. Terms of reference for the officer partnership board and Member joint committee.
4. Chorley Borough Council Customer Focus and Access strategy.
5. Approved Plan and migration dates.
6. Annual Efficiency Statement: 2005/2006 Backward looking and 2006/2007 Forward looking.

Witnesses: *(who, why?)*

1. Chair of the Joint Committee.
2. Chair of the Partnership Board.
3. Representative from the contractor (Northgate Information Systems NIS).
4. Representatives from District partners.
5. Councillor D Edgerley (Previous Member of the Partnership Joint Committee).
6. Councillor J Walker (Executive Member for Customer, Democratic and Legal Services and Member of the Partnership Joint Committee).
7. Officers of Chorley Borough Council.

Consultation/Research: *(what, why, who?)*

1. Customer satisfaction performance statistics.

Site Visits: *(where, why, when?)*

1. Shire District partners.
2. Lancashire County Council.

Officer Support:

Lead Officer:

Asim Khan (Assistant Head of Customer Services).

Democratic Services Officer:

Ruth Hawes (Assistant Democratic Services Officer).

Corporate Policy Officer:

To be identified as required.

Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Site visit costs	200
Total	<u>200</u>

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

Overview and Scrutiny Committee.