

25 September 2017

Corporate Projects Scrutiny Committee

Town Hall -Temporary Customer Services and Members Portal

Report of: *Gregory Campbell*

Wards Affected: *All*

This report is: *public*

1. Executive Summary

- 1.1 A working group was set up to consider the arrangements for Face to Face customer services during the temporary relocation of Council services and secondly to consider a new Members Portal.
- 1.2 The nominated members of the Working Group were Cllrs Aspinell, Hones, Morrissey, Poppy and Reed. The Working Group met on the 06.09.17.

2. Recommendations

- 2.1 To agree the findings of the Working Group in relation to the temporary Customer Services and new Members Portal.
- 2.2 To invite members to view the new venue at Seven Arches Road once fully complete towards the end of October 2017.
- 2.3 Provide a demonstration of the new Members Portal to the Working Group in November 2017.
- 2.4 That training and assistance to create an account will be provided to Members when the Members Portal is implemented.

3. Introduction and Background

3.1 Following a recommendation of the Corporate Projects Scrutiny Committee in July 2017 it was agreed to set up a Members Working Group to consider the following:

- The temporary face to face arrangements for customers during the transition period when the Council will not be located at the Town Hall and
- The likely changes and developments of the new Members Portal

3.2 A meeting was set up and held on the 6th September 2017 and the following members attended, Cllrs Holmes, Poppy and Reed.

4. Considerations and outcomes

4.1 Review of customer services delivery during the transformation of the Town Hall

4.2 The Working Group considered the following information in relation to the temporary customer services.

4.3 Face to face service delivery will be delivered from 1 & 2 Seven Arches Road. The working group were presented information on those services that would be provided from this location and the facilities at the site. In general the Council would be seeking to replicate the services presently provided, including:

- Telephone service, enabling direct communication with back office services
- Payment machine
- PC for information and online forms
- Space to meet council officers when necessary and by appointment
- Housing officers present on site to meet customers
- Planning officers will use the venue for pre-booked appointments

4.4 The service will be enhanced by introducing:

- Ipads for self-service which will be available for customers to search and view Council information as well as complete on line forms
- Self-service scanning facility for customers
- Three floor walkers will be on hand to assist customers with their enquiries as well as support them to complete online forms

4.5 The facility itself, 1 & 2 Seven Arches Road, is being modernised to cope with the increased use, including power and data. It will become DDA

accessible in the public and customer areas, including toilets, as well as the majority of the back office space. The modernisation has introduced a new doorway and ramp to the front and new access ramp to the side elevations. Two new disabled parking spaces will be introduced into the customer parking area. The facility will have two meeting rooms, one of which is suitable to meet aggressive people.

- 4.6 Further, the Marriage Room to the front of the building will be available Monday to Wednesday for larger meetings, training etc. This room will be utilised for weddings and other ceremonies on Thursdays, Fridays and Saturdays. We have also been offered the use of Mind's meetings rooms when not in use. Members' pigeon holes will also be accommodated within the building which will be accessible 24/7.
- 4.7 There will be an on site security officer who will be present during public opening times and CCTV & Parking Services will be located behind the main 'front of house' area, providing an additional layer of security out of hours. Those staff working in the 'front of house' will be provided with personal security alarms as will any member of staff meeting a customer in the meeting rooms. These will alert the security officer to any incident for closer scrutiny.
- 4.8 There are a number of pilots that have started work at the Town Hall, including Citizens Advice, Provide and Family Mosaic who have confirmed they can operate from the new location. Meetings between these groups and 'front of house' staff are being scheduled for the end of October to firm up the new arrangements.
- 4.9 Following discussion with the working party, it is recommended to invite Members to view the new venue at Seven Arches Road once fully complete, towards the end of October 2017
- 4.10 Contact by customers other than face to face will remain the same through the Contact Centre via telephone, email and our website

4.11 New Members Portal

- 4.12 The Working Group considered the following information in relation to the development of the new Members Portal.
- 4.13 The system currently utilised by Members for submitting enquiries to the Council has been in place for several years, however the system offers limited functionality and therefore it is intended to replace it with an alternative and improved Members Portal. The portal will enable Members to access information and submit their enquiries from one source, with the added benefit of enabling Members and officers to track the enquiries.

4.14 Key advantages of the new Members Portal are:

- Enquiries will go direct to service areas, therefore removing the need for additional administration.
- Access to historic enquiries and service responses.
- Creating an account and log in will enable the auto completion of Member's details ie name, address etc.
- Replacement of paper forms with eforms will assist officers in providing an improved and efficient service.
- An improved reporting mechanism to ensure enquiries are dealt with in a timely manner.
- Access to useful links and information.

4.15 The Working Group were provided with suggested content for the portal and any further suggestions were welcomed. The portal is currently in development and it was agreed that a demonstration of the portal would be made to the Group in November 2017.

5. Reasons for Recommendation

5.1 To allow members the opportunity to familiarise themselves with the temporary front line service area and provide confidence in the service which will be delivered.

5.2 To assist Members with the transition over to a new Members Portal system to build confidence and speed up the overall responses.

6. Consultation

6.1 The working party is the 'consultation' with cross party members.

7. Implications

Financial Implications

Name & Title: John Chance, Finance Director

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7.1 No further financial implications have so far been incurred due to the working party.

Legal Implications

Name & Title: Daniel Toohey, Monitoring Officer

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7.2 There is none.

8. Background Papers (include their location and identify whether any are exempt or protected by copyright)

8.1 None

9. Appendices to this report

- None

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