

Decision under Delegated Powers

Officer Requesting Decision (if necessary)

Customer Service Delivery Manager

Officer Making the Decision

Head Of Customer Experience

Recommendation

That the hours attached to post M230 Harborough District Council (HDC) Customer Service Advisors be increased by a further 20.5 hours per week (0.55 FTE) from 287 to 307.5 hours per week (8.3 FTE).

Reason

- 1) To enable the telephone Contact Centre to accommodate the forecast increase in calls resulting from the migration of HDC's general Planning enquiry calls into the Contact Centre and handle them in an appropriate and timely manner;
- 2) To enable Charnwood Borough Council (CBC) to continue to meet the requirements of the November 2012 Deed of Delegation agreement for CBC to deliver telephony services on behalf of HDC, and to ensure CBC can adequately manage the customer demand and meet the agreed service delivery targets.

Authority for Decision

Authority to agree changes to the establishment, within budget and without major service or policy implications, affecting no more than five posts (irrespective of their post number) in any single case, is delegated to the Head of Paid Service (Item 6 on page 8-4 of the Constitution). This has been further delegated to Heads of Services in certain circumstances (DD28 11/12), which this decision falls within.

Decision and Date

 3/4/18

Background

In 2012 HDC delegated responsibility for telephone Contact Centre provision to CBC.

Initially this was to provide Benefits, Revenues, Waste and Recycling, and Switchboard services, utilising a team of multi-service 'generalists' supported by service-specific detailed Lagan workflow scripting. This arrangement is on a cost-neutral basis for CBC, and is 100% funded by HDC as part of the rolling annual delegation agreement.

Since 2012 Licensing, Housing, Garden Waste and Grounds Maintenance calls have also been migrated to the Contact Centre, facilitated by appropriate agreed increases in the Advisor establishment.

HDC now wish to migrate further services into the Contact Centre to deliver a more consistent approach to telephony for their customers, and the migration of Planning's general enquiry calls is scheduled for late Q1 2018-19.

Based on an extrapolation of CBC's call volumes and experiences when migrating CBC's Planning enquiries to the CBC Contact Centre in 2015 it is calculated that an additional 20.5 hours resource will be required per week to enable HDC Contact Centre to accommodate and adequately service HDC's Planning calls without having a detrimental impact on the service levels for existing hosted services' customers.

A business case to fund the additional 20.5 hours (0.55 FTE) Scale 4 Customer Advisor resource, effective from 1st April 2018, was approved by the HDC / CBC Strategic Partnership Board in November 2017. The additional cost was included in the partnership budget papers submitted to HDC, and subsequently approved as part of HDC's annual budget approval at full Council in February 2018.

Comments from HR

HR Advisor: Anna Cairns (27/3/18)

Summary of Comments from HR: Normal recruitment process should be followed. Alternatively, any part-time employees can all be offered any additional hours.

HR seen recommendations (both draft and final, if amended): Y

Financial Implications

The cost for the additional 20.5 hours (0.55 FTE) is fully provided for within the approved HDC Contact Centre salary budget. This arrangement is on a cost-neutral basis for CBC, and is 100% funded by HDC as part of the rolling annual delegation agreement. There are therefore no financial / budgetary implications for CBC.

Risk Management

No specific risks are associated with this report.

Key Decision:

No

Background Papers:

None

