

Performance and Finance Scrutiny Committee

17 June 2022

Response to recommendations from 11 March Committee meeting

Customer Service Centre Function

Comments/requests made for consideration by the Cabinet Member and the Assistant Director of Communities when procuring and awarding the contract for the Customer Service function: -

Request	Responder	Response
Committee would support a partner organisation/function based within West Sussex	Cabinet Member for Support Services and Economic Development and Assistant Director of Communities	No tender submissions were received during the recent Digital Customer Service Centre procurement process for the IT platform, telephony and staffing for the non-social care elements of the future model. Plans are now being implemented to procure the IT platform and the telephony as specified in the tender documentation, which should be relatively straightforward, with the staff moving across to the County Council under TUPE arrangements and therefore remaining within West Sussex.
Recommends a visit to a new provider when possible	Cabinet Member for Support Services and Economic Development and Assistant Director of Communities	The new Digital Customer Service model will be operational from 1 st October 2022 and a visit to Durban House, Bognor Regis can be organised for the Committee any time after this point.

<p>Committee recognise the importance of the organisational culture and stress the importance of 2-way communication and feedback alongside training</p>	<p>Cabinet Member for Support Services and Economic Development and Assistant Director of Communities</p>	<p>Work is already underway to engage with those staff currently employed by Capita who will now transfer under TUPE arrangements to the County Council. A programme of engagement with internal stakeholders has been developed and the points raised by the Committee in relation to these elements have been incorporated.</p>
<p>Committee stresses the importance of how we interact with vulnerable customers to ensure they receive the support needed. Also need to consider how the links are made between the in-house and out-sourced service.</p>	<p>Cabinet Member for Support Services and Economic Development and Assistant Director of Communities</p>	<p>The change in circumstances following the recent procurement process mitigates the point raised in respect of the links between the in-house and out-sourced service as all staff will now move across to the County Council under TUPE arrangements. The procurement of telephony is progressing to ensure that continuity of service is maintained for those vulnerable customers who prefer to use the telephone to contact the County Council. A programme of transition activity for delivery ahead of implementation on 1st October 2022 includes collaboration with colleagues from Adults & Health as well as Capita to understand current and emerging issues for vulnerable customers which can shape the design of service delivery for the County Council Digital Customer Service Centre.</p>
<p>Committee stresses the importance of staff training to ensure wider service needs can be recognised and supported when required.</p>	<p>Cabinet Member for Support Services and Economic Development and Assistant Director of Communities</p>	<p>Staff training is a core element of operational delivery for the current Customer Service Centre staff group. Training will be a key factor to support a smooth transition into the County</p>

		Council and ongoing skill development and knowledge transfer will then be facilitated through a bespoke programme of activity to ensure that the staff are able to deliver excellent customer service to residents.
Committee supports the inclusion of monitoring and satisfaction targets within the contract.	Cabinet Member for Support Services and Economic Development and Assistant Director of Communities	Targets included within the initial procurement specification which did not attract tender submissions will be lifted across to be applied to the Digital Customer Service Function delivered from within the County Council from 1 st October 2022.
Welcomes the work underway to use future technologies	Cabinet Member for Support Services and Economic Development and Assistant Director of Communities	The opportunity to observe the operational use of future technologies to engage with our customers will be included as part of the visit programme for Committee Members when scheduled following launch.