AGENDA MANAGEMENT SHEET

Name of Committee	**Resources, Performance & Development Overview & Scrutiny Committee**
Date of Committee	**19 September 2006**
Report Title	**Report on the Development of Customer Access for Warwickshire County Council**
Summary	The purpose of this report is to appraise members of progress in regards to the customer access agenda with specific focus on the development of the Customer Service Centre and the existing One Stop Shop at Kenilworth

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Would the recommended decision be contrary to the Budget and Policy Framework?	N/A
Background papers	Report on the Development of Customer Access for Warwickshire County Council – June 2006

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

Other Committees	☐	....
Local Member(s)	☒	Not applicable
Other Elected Members	☒	Councillor G Atkinson Councillor D Booth Councillor F McCarney
Cabinet Member	☒	Councillor P Fowler.
Chief Executive	☐	....
Legal	☒	Sarah Duxbury
Finance	☒	David Clarke
Other Chief Officers	☒	All Chief Officers
District Councils	☐	....

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Health Authority	☐	....
Police	☐	....
Other Bodies/Individuals	☐	....

FINAL DECISION   **_N/A_**

SUGGESTED NEXT STEPS: Details to be specified

Further consideration by this Committee	☐
To Council	☐
To Cabinet	☐
To an O & S Committee	☐
To an Area Committee	☐
Further Consultation	☐

Warwickshire
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Agenda No

Resources, Performance & Development Overview & Scrutiny Committee

19 September 2006

Report on the Development of Customer Access for Warwickshire County Council

Report of the Strategic Director of Performance and Development

Recommendation
1   That members consider and comment upon the progress of the customer access agenda, the Customer Service Centre (CSC) and the Kenilworth One Stop Shop (OSS)
2   That members indicate any further information they require
3   That quarterly reporting continues

1   Executive Summary

1.1   The following report summarises the progress to date of the Customer Service & Access Division. It can be read in conjunction with the report on this agenda by the Chair of Resources, Performance and Development Overview & Scrutiny Committee on the visit to the CSC and Warwickshire Direct – Kenilworth.

1.2   The key messages include:
- Information on the customer satisfaction testing carried out at the Kenilworth OSS and the six month evaluation for the Kenilworth OSS
- Performance against the key performance indicators
- Planned development for 2006/2008 and progress to date.

2   Introduction

2.1   Based on previous reporting requirements the following have been identified as areas for scrutiny:

- Maintenance of adequate staffing levels and continuous training for staff.
- That service delivery and public satisfaction levels were high.

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2.2   Agreement has also been reached that reporting to this Committee be on a quarterly basis.

3   Customer Satisfaction

3.1   Customer Satisfaction testing was carried out in the Kenilworth OSS. A full break down of findings is attached in Appendix 1. In all, 88 customers participated in the survey. There was a high level of satisfaction with the services currently being provided. The survey also identified a number of services that customers believed should be delivered through the OSS, these suggestions have been fed into the development programme for both the OSS and CSC.

3.2   A six-month evaluation was completed on the Kenilworth OSS as documented in Appendix 2. The customer complaints identified in this report related largely to the change in premises e.g. a dislike to the library brand, under use of the teenage area and a dislike of the new furniture.

3.3   Quality checking in the CSC has been maintained to check both adherence to process and interactive skills of all employees. An overall quality level of 90% is presently being achieved against a target of 95%.

4   Performance Targets

4.1   The Key Performance Indicators (KPIs) for the CSC are:

- 5% or less abandoned call rate (i.e. 5% or less customers will hang up before speaking to a person) – the latest performance against this target is 5.85%.
  The percentage of calls abandoned is in excess of the target level of 5%. There has been an increase in the number of calls being received by the CSC since taking on the Highways activity. Training has been ongoing to address these issues and permanent resource is being recruited. There have also been sickness related issues that have impacted on performance, these are being addressed with the support of the human resources function.
- 90% of calls to be answered within 20 seconds – the latest performance against this target is 73.3%.
  The increase in the number of calls being received as explained above has resulted in the target not being met.
   The actions outlined above will support an improvement in this area.
- 80 % of call are answered at first point of contact (POC i.e. 80% or more calls will be answered by a member of the CSC team without the need to transfer the caller to the back office environment)) – the latest performance against this target is 73.2%.
  The point of contact resolution remains low due to how library enquiries are dealt with. Initial meetings have taken place to look at bringing in the book reservation and PC booking processes to support an improvement in this area.

4.2   Further details on performance against these KPIs can be seen in APPENDIX 3.

4.3   The following processes are now offered through the identified channels:

WCC Processes offered	Customer Service Centre	One Stop Shop
Books on loan	√	√
Book Search	√	√
Library renewals	√	√
Internet access in libraries-call transferred for booking process	√	√
Other information about Libraries	√	√
Library opening times	√	√
Community information database	√	√
How do I join the library	√	√
Contact Assessments for adults- Social services assessment for adults, updating of referrals for adults, change of circumstance for adults.	√	Will be delivered during 2006
Disabled Parking Badges enquiry or application	√	Will be delivered during 2006
Disabled Parking Badges application processing	√	N/A
Vintage-Services for over 50s not covered in other processes.	√	X
Freedom of information- First point of contact for telephone requests under the Freedom of Information Act 2000.	√	X
Abandoned Vehicle reporting	√	√ Introduced since last report

5   Planned Development for 2006/2008 and Progress to Date

5.1   Following the Cabinet's decision of 27th June when the Customer Service & Access strategy was approved the next phase of process development is outlined below:

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Service/Provision
Highways Management - CSC development and integration of systems - likely to generate approximately 37,000 calls per annum. **Progress to date:** The Highways Management Customer Service Centre has now transferred into the CSC. All operating principles (e.g. opening hours) are to be maintained AS-IS until re-engineering activity has been carried out.
Change of Address process - initially supporting limited services with a view to expanding to all areas **Progress to date:** This process is now live on the web for libraries, school meals, school transport and disabled parking badges. As new services are introduced into the centre that are name and address reliant they will be considered for inclusion in this process.
Skills for Life - National Pilot in conjunction with the DfES signposting and supporting learners into basic skills learning **Progress to date:** The process has been built within the Customer Relationship Management tool. There is a requirement for the process to be signed off by the process owner before it can be put into the live environment. Initial training has been delivered and will be cascaded week beginning 4th September.
Racist Incidents - reporting of racially motivated incidents funding should be met **Progress to date:** A number of discussions have taken place as to how this process should be managed etc. A decision is now required to confirm whether/when this process is to come into the centre and as such no immediate process work is being undertaken.
PC Bookings - booking of library based PCs **Progress to date:** Initial discussions are taking place with a view to progressing this work.
Registrations- answering frequently asked questions and booking of appointments **Progress to date:** Visits are presently being arranged to view the approach taken by other Local Authorities in this regard. Work is under way within the Registration team to consider the most appropriate approach to appointment booking.
Member information - answering frequently asked questions regarding cabinet meetings and member details **Progress to date:** Project has not begun yet.
Emergency planning - implementing a Countywide approach to information management during periods of emergency. **Progress to date:** Awaiting a response from Emergency Planning.
Waste Management - all enquiries relating to waste and recycling issues **Progress to date:** Project has not begun yet.
Inclusion of the 19 remaining libraries **Progress to date:** Initial discussions have taken place in this regard. The possibility of introducing a single number for such enquiries has been considered as the cost benefit case is presently an issue. Given the need to introduce a numbering strategy for the County as a whole this is to be considered as part of the work being undertaken by the Warwickshire Direct

Partnership on Customer Access.
Implementation of voice recognition for the switchboard function to reduce the number of calls answered in the centre and increase self serve call resolution (not a push button IVR solution, it recognises verbal requests) **Progress to date:** This will be considered as part of the process of moving the switchboard over to new technology and is dependent on the appointment of a resource Co-ordinator post (role description being finalised at present).
Education transport-frequently asked questions and advice on application **Progress to date:** Presently under consideration for a corporate re-engineering project.
Free School Meals-frequently asked questions and advice on application **Progress to date:** Presently under consideration for a corporate re-engineering project.
Education frequently asked questions **Progress to date:** Project has not begun yet.
Anti Bullying-frequently asked questions **Progress to date:** Project has not begun yet.
HRMS systems support-frequently asked questions and signposting **Progress to date:** Project has not begun yet.
F+R Fire - Safety Helpline-frequently asked questions **Progress to date:** Meeting arranged with nominated individuals to discuss this further
F+R Help on call -frequently asked questions **Progress to date:** Meeting arranged with nominated individuals to discuss this further
F+R Home call -frequently asked questions **Progress to date:** Meeting arranged with nominated individuals to discuss this further
F+R Industrial + commercial unit -frequently asked questions **Progress to date:** Meeting arranged with nominated individuals to discuss this further
F+R Working with Young People- frequently asked questions **Progress to date:** Meeting arranged with nominated individuals to discuss this further
Traffic -frequently asked questions **Progress to date:** Project has not begun yet.
Recruitment -frequently asked questions **Progress to date:** Project has not begun yet.
Services for the Deaf Team-frequently asked questions **Progress to date:** Project has not begun yet.
Complaints -frequently asked questions **Progress to date:** Project has not begun yet.
Customer satisfaction - technology to automate satisfaction-testing activity. Initially trialled in CSC with a view to roll out for other services **Progress to date:** Project has not begun yet.
Integration of Street Lighting systems - to remove duplication of effort between front and back office. **Progress to date:** Initial integration work has been commenced with promising results. Support for this activity has been provided by Warwick

District Council who are taking the lead and ensuring the appropriate skills transfer takes place.
Introduce a performance management framework-IT work to pull together relevant statistical information across all access channels **Progress to date:** Initial consideration has been given to determine the content of such a framework. Individual targets have been set with this in mind. Further progress is dependent on the appointment of a resource Co-ordinator post (role description being finalised at present).
Introduce a technology-based mechanism that is capable of automatically generating letter, scripts and making telephone connection to support the survey process. **Progress to date:** Project has not begun yet.

5.2   The proposed process development and the associated roll out programme is being considered in further detail to identify timescales for delivery.

5.3   A piece of work has been commissioned through Steria (existing managed service providers) to pull together a three-year development programme identifying related processes for logical transferral into the centre

5.4   Work has commenced on pulling together business cases for proposed Warwick District Council OSS initiatives.

5.5   Paragon (previously used to design the Kenilworth Library and OSS environment) are producing proposals for a Shire Hall facelift to support the introduction of a OSS

5.6   Work has commenced on a feasibility study for the provision of an integrated CSC.

5.7   Much of the work necessary to provide a OSS in Bedworth has now been completed. Discussions are presently under way with Nuneaton and Bedworth Borough Council in support of joined up service provision

5.8   Proposals have now been received for kiosk provision around the County. Consideration is being given to the provision of wireless internet connection zones facilitated through the existence of the kiosks. Discussions are underway with Rugby Borough Council to identify opportunities for partnership working in this area.

5.9   The Stockingford Early Years Centre and Library cluster has been identified as a possible site for an extended schools pilot OSS. Discussions are under way to identify how best to take this forward.

6   Recommendations

6.1   That members consider and comment upon the progress of the customer access agenda, the CSC and the Kenilworth OSS.

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6.2   That members indicate any further information they require.

6.3   That quarterly reporting continues

DAVID CARTER
Strategic Director
Performance and Development Directorate

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Warwickshire Direct - Kenilworth Survey Analysis April 2006

Warwickshire Direct – Kenilworth opened on 21st October 2005. The first Customer satisfaction survey was undertaken as an exit poll from Saturday 22nd April for 1 week until Friday 28th April.
Customers who had visited the Warwickshire Direct desk and had asked a Council enquiry were invited to complete the satisfaction survey. As an incentive, all respondents were offered the option of being entered into a prize draw for a £20 voucher. In all 88 customers participated in the survey.

Some Library customers wished to make their views known; these comments were captured and are at the end of this report.

Is this your first visit to Warwickshire Direct? If not, when was your last visit?
42% said this was their first visit
22% visited in the last week
26% visited in the last month
10% visited in the last 6 months

Did you also use the Library Service today?
40% used the library service on this visit
60% did not use the library service on this
visit.

Before your visit today had you tried to obtain the information or advice in any other way?
73% No
 1% Writing to the Council
 6% Telephoning the Council
 1% Talking to someone in person at the Council
 2% Going elsewhere to talk to an advisor
13% Talking to friends / colleagues / relatives
 2% Reading information / advice guides
 2% Researching on the internet

How satisfied were you with the following aspects of the Service / Facilities provided by Warwickshire Direct today?

100% satisfied	Convenience of location	81% very satisfied
97% satisfied	Convenience of opening hours	81% very satisfied
100% satisfied	Length of waiting time	93% very satisfied
100% satisfied	Politeness and friendliness of staff	94% very satisfied
100% satisfied	Staff knowledge and helpfulness	91% very satisfied
100% satisfied	Provision of specialist help if required	94% very satisfied
93% satisfied	External signage	80% very satisfied
94% satisfied	Internal signage	76% very satisfied
100% satisfied	Help guides or leaflets	71% very satisfied
96% satisfied	Confidential interview room	70% very satisfied
96% satisfied	Toilet / Baby Changing facilities	71% very satisfied
89% satisfied	Car Parking	52% very satisfied
99% satisfied	Access for people with disabilities	86% very satisfied

Did your visit today provide you with the answer to your question or solution to your problem?

Yes -fully	83%
Yes - in part	15%
No	1%
Declined	1%

Are there any particular services you would like Warwickshire Direct to provide that are not already provided? Please state

Pay Council Tax
Recycling Facilities
Connexions Service

Inland Revenue
Inland Revenue
Planning Info

Citizens Advice
More Leaflets in TIC
Fuel Allowance Info
Citizens Advice & Police
Other Benefit Info

Coffee & Social services esp mobility
Have DPB apps available, more info for over 60's with c/tax bills
Coffee area
Water dispenser
Have everything
Benefit Info
Coffee / Tea, wonderful don't think can be improved
Good to have a local service
More Services delivered to the end
Taking Council Tax Payments

How likely would you be to use the following Services if provided by Warwickshire Direct?

10% would be likely to use	Information on Schools
15% would be likely to use	Information on Children's services
7% would be likely to use	Information on pre-school
54% would be likely to use	Social Care Information
40% would be likely to use	Disability Services
36% would be likely to use	Home Help, Care Homes
5% would be likely to use	Adoption, Fostering
53% would be likely to use	Births, Deaths & Marriage Registration
75% would be likely to use	Trading Standards
80% would be likely to use	Local 'what's on' and other Tourist Information
78% would be likely to use	Leisure Activities, Museums and Parks
61% would be likely to use	Fire Safety

Are you aware that Warwickshire Direct hosts the following surgeries?

19% aware of	Pensions
8% aware of	Police
31% aware of	Local Councilors
36% aware of	Local MP

Are there any other surgeries that you would like Warwickshire Direct to host in the future? Please state

Medical Info
Medical Info
Environmental Health
Trading Standards
Benefits
Bill Assessment
Education
Social Services
Fire Service/Safety & Health/First Aid

aged 91, stopped thinking now
Health, help the aged, local facilities, careers surgery
Inland Revenue, CAB
Disability Services
Social Services
Solicitors Advice
Being kept up to date with info on changes etc & Financial Advice

Looking at the Services and Information offered by Warwickshire Direct, how strongly do you either agree or disagree with the following statements?
A local one stop shop helps people in this area?
77% strongly agree
22% agree
1% strongly disagree

As there is a local service, I do not need to travel
71% strongly agree
22% agree
7% disagree

I can obtain information / advice about a wide
range of services here
80% strongly agree
17% agree
1% neither agree or disagree
2% don't know

The service is staffed by well trained, friendly
advisors
83% strongly agree
13% agree
4% don't know

How easily are you able to identify Warwickshire Direct staff within this building?
39% very easily
24% quite easily
25% not that easily
11% not at all
1% don't know

Taking everything into account, how satisfied would you say you were with your visit to Warwickshire Direct?

100% satisfied
86% very satisfied

Do you have any comments to make out your visit today or have any suggestions for improvements or changes that you would like to see? Please state, list all

Glad it was open at 9am on Sat
Have to go to another building to sort out Castle Pass
Sign for Library Enquiry Desk should be more evident so that you do not have to queue twice
Separate desk for Council Enq and Library issues and all staff wearing name badges
WDC is hopeless, too many staff doing nothing
2 services should be separate, too noisy with WDC Services
Light and bright cannot be improved - staff excellent
More privacy would be nice
More Children's activities downstairs over holiday periods, computer lessons for children
More info on local footpaths for walking around Kenilworth
Very impressed and will visit again
Opening hours not suitable for most, need longer evening and Sunday opening, also library not big enough
More availability of tourist information
Signage needs to be more evident
Social services esp. mobility
Don't move it away from here, friendly atmosphere
Excellent service and enquiry dealt with easily
Got everything currently needed for me
Ensure all app forms are available so customers don't have to phone whichever dept
Have followed service from Southbank Road - very good
Wasn't sure that all advisors could be asked q's - no difference between lib - list of who is who
Very good, like to see people not use phones and press numbers
Good to have local services and not have to travel, have everything together
Small is good and friendly - this is wonderful for Kenilworth
availability of refreshment / water machine
availability of refreshment / water machine -interview room too hot
Frustrated with WDC and no response to letters, will call in here in future
Very lucky to have service here in a good location
New to Kenilworth - very impressed
Two services (Library & WDC) should be separate
Not happy that main desk not managed by library service

Customer Details
Gender

34% male
66% female

Ethnic Origin

99% white
1% mixed

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Age
  3% Under 29 years
  11% 30-44 years
  10% 45-59 years
  76% 60 years and over

Disability
  24% have a disability or long term illness
  76% are able bodied

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Comments about the library from Library Users not eligible to complete the survey.

More replacement of Talking Books - Detective Ones
Have old newspapers available for customer use without having to ask staff
Unhappy with opening hours - used to be till 7pm every night 5 years ago!
Outside drop box needs a sign
Why are withdrawn books no longer sold at Kenilworth Library
Don't like new library combined with WDC - should be separate
Too noisy, not as many books as there used to be, also no where that local events can be seen easily as notice boards outside are not well located
Need to address queuing system for checking books in and out, as 2 or 3 queues form and customers are not always dealt with in the order they came in
Library seems smaller, less stock, need quiet area for reference library with access to PCs
Space allocated very well
Wider selection of large print books and a selection of large print magazines or newspapers
Not enough books, volume of books significantly reduced since reopened
I can tell you the library is crap
I like the library, could be more books, but selection is good and newspaper are is a good idea.
Concerned about noise levels due to IT training courses and move to using the internet for finding information; like to help self with a book
How nice open plan change is and being able to sit and read newspaper, TIC maybe not quite as user friendly possibly needs an advisor - have a notice to direct customers to LED advisor. TIC important as need to promote Kenilworth.
Since restructuring taken away access to reference and records
Since change, use of space available is not right, less books, more space given for computers and no reference - not a beneficial change

<u>Warwickshire Direct – Kenilworth Six Month Evaluation.</u>

1. <u>Background to the Project.</u>

In 2003 Warwickshire County Council and Warwick District Council came together in partnership to explore the feasibility of establishing Joint One Stop Shops in libraries throughout Warwick District.

This partnership development was underpinned by key strategies within both Authorities.

Warwickshire County Council has as one of its' six key objectives:
"To Improve Access to our Services and manage these Services effectively and efficiently". A paper was presented to Warwickshire County Council's Chief Officer's Management Team (COMT) in January 2004 entitled "Towards a Customer Access Strategy", outlining the concept of the joint approach with Warwick District Council to create One Stop Shops in Libraries.

Warwick District Council's Best Value Review of Customer Access in May 2004 identified in its improvement plan proposals "to work jointly with the County Council to provide a One Stop Shop for public services". A key Corporate Strategy Objective is for the Council to manage its services openly, effectively and efficiently. The Best Value Review of Customer Access sought to make this objective a reality. A major aspect of this Review was to develop One Stop Shops in partnership with the County Council's Library Service. Evaluation of enquiries at Kenilworth Connection showed that 30% of all enquiries were for other agencies including Warwickshire County Council.

A joint vision developed to enable residents to have 'free and easy access to information and advice' (from their local councils). The aims of which would be to deliver;

1   Customer focused services

2   Easy access to a wide range of Information and Advice

3   One Stop Shop approach – satisfactorily resolved at first point of contact

4   Quick, accurate and consistent responses

5   Convenient, user friendly, local delivery facilities

6   Efficient use of joint resources

7   To drive improvements to service delivery

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8   Well publicised, easily recognisable, jointly owned brand

9   Staff who are highly motivated, confident and helpful to deliver excellent
         customer service

10   Establish an effective model for future roll out

.In September 2004 members approved the OSS programme and work commenced to deliver an integrated OSS in Kenilworth Library. Just over 12 months later Warwickshire Direct – Kenilworth was opened by Councillors Shilton (District) and Farnell (County). In that period of time Kenilworth Library had been totally refurbished and transformed to include an integrated OSS. Whilst the change in look and feel to the interior of the building has been remarkable, this was not the only part of the project which required considerable time and effort.

Extensive negotiations were required with Unison to transfer District employees to County Council employment terms and conditions; Cutting-edge technology was developed so that customers could have county or district enquiries answered through one computer system; Continual communication with members, staff, the public and press was necessary so that everyone felt informed; Service delivery had to be maintained during the periods of change; A relationship had to be developed with the private sector partner (Paragon Interiors Limited) through the planning, design and build phases; A member Programme Board was reported too on a regular six weekly basis and an officer Project Board met once every three weeks to manage progress; and an unprecedented amount of training needed to be given to the team who were going to deliver the service.

2. Evaluation

At the outset of the project joint measurable outcomes were defined and the success of the project would to be questioned if more than one of the following criteria was met;

- Active Library membership decreases by 5%
- Customer Satisfaction falls below 70%
- Total footfall falls by 5%
- Number of enquiries falls by 5%
- Number of complaints rise by 10%

Customer take up and satisfaction are important measures. Both Kenilworth Connection and the library service have an historic set of figures over several years which can be used for comparison. If customers do not like the new joined up service we need to establish why and what can be done to overcome their resistance.

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Criteria	2003/04	2004/05 Complete year for baseline data	2006/07 1st 1/4	Projected % Change 2004/05 to 2006/07
Customer Satisfaction – Kenilworth Connection	98%	100%		
Customer Satisfaction – **Warwickshire Direct**			100%	0%
Footfall – Kenilworth Connection	51900	31700		
Footfall – Kenilworth Library	88361	85027		
Combined Footfall	140261	116727		
Footfall – **Warwickshire Direct**			37300	+28%
No of Enquiries – Kenilworth Connection	17524	16130		
No of Enquiries – Kenilworth Library	27574	23810		
Combined No of Enquiries	45098	39940		
No of Enquiries – **Warwickshire Direct**			10627	+6%
New Library Membership	415	925	329	+30%
No of Complaints – Kenilworth Connection	4	5		
No of Complaints – Kenilworth Library	18	22		
Combined no of Complaints	22	27		
No of Complaints – **Warwickshire Direct**			5	-10%

As 2005/06 has been a transitional year, the statistics from the previous year 2004/05 have been used for benchmarking against.

At the time of writing this report the active library membership figures are not available.

The first customer satisfaction survey was undertaken in April and May of this year to determine what the public thought of Warwickshire Direct - Kenilworth. A display is available in Warwickshire Direct for customers to view the results.

In October 2004, Warwick District Council launched new electronic methods to pay monies to the Council, as a result the projected visitor figures for Kenilworth Connection would reduce dramatically and would be less than 1500 per month after the cash office closed in January 2005.

The first quarter statistics of usage figures are very encouraging with projected council enquiries likely to outstrip the previous two years and query resolution at first point of contact in the high nineties.

Following the opening of Warwickshire Direct – Kenilworth on 21st October, a book was available in the library to capture customer comments. The following are a selection;

 "I was impressed with the plans - but the reality is excellent."

"There's more space, more light & it's updated. Well done for the children's area. It's very beautiful & the staff are very helpful"

"A great way to spend your budget! Kids library lovely. Library lovely & bright. All round what an improvement."

"Brilliant, if the rest of Kenilworth comes as good. Then Kenilworth will have something to brag about."

As with any new project, publicity and promotion are key to its success. A number of initiatives have been used to raise the awareness of the new Warwickshire Direct brand within the local community; wrap around in the Observer Newspaper, 'day in the life of' article in Kenilworth Weekly News; features in District Focus and Warwickshire View; locally distributed leaflets in key points around the town which are also inserted in benefit and council tax notifications; mulled wine and Santa story telling event for the Kenilworth Christmas lights switch on; Kenilworth Festival promotion and ticket sales.

Both Warwick District Council and Warwickshire County Council are putting the customers' needs at the heart of everything they do; services are being reengineered to ensure they can be delivered easily at the first point of contact. An example of this is the new Assisted Travel Scheme; historically residents needed to travel to Riverside House to apply for their bus passes, from April 2006 applications were enabled through all access channels to the council. Warwickshire Direct – Kenilworth successfully processed 1570 applications. This means that 1570 residents did not need to travel to Riverside House, a 10 mile round trip, to obtain their new bus pass.

3. Lessons Learned

Following the opening of the first OSS, Warwickshire Direct frontline staff were consulted on how they felt the project had been handled in terms of communication, participation, consultation etc. The purpose behind the one-to-one interviews was to discover whether any aspect of the process needed to be improved or changed as the project moved on to

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the next site. To summarise, staff felt that the process had been handled very well and that they were kept up to date with what was going on. There are obviously points which have and will be taken on board but this was most encouraging feedback.

A similar exercise will be completed with the Kenilworth Library staff but due to internal reorganisation within Warwickshire County Council this has been slightly delayed.

The lessons learned will inform the creation and delivery of future Joint One Stop Shops throughout the District.

4. Conclusions

It can certainly be argued that it is too early to be making a comprehensive and thorough evaluation of the OSS in Kenilworth at this time. However, such an evaluation has been necessary if the opportunity for further integrated service delivery is to be considered. What we do have though is initial evidence which points to a scheme which has been well received by the local population and is delivering impressive results. It should also be noted that the service has been through its busiest time of the year with council tax, business rate, benefit, assisted travel and waste management enquiries as well as the day-to-day library service continuing without any "meltdown" in service.

Discussions are well underway to enable residents to access a variety of County Council services at Warwickshire Direct:

- Car Clear, the abandoned vehicles process has now been built in the Customer Relationship Management technology (CRM), staff have been trained and the service launched in June 2006.

- Consensus has now been reached as to the approach to be taken for the provision of Adult Contact Assessments and Disabled Parking Badges. Accompanying paperwork has been drafted and is now awaiting sign off by the Adult, Health and Community Services Director. Training will be scheduled once authorisation has been received.

- Street Lighting has been developed in conjunction with the Warwickshire On-Line Partnership to deliver an integrated, seamless end to end process for reporting faults.
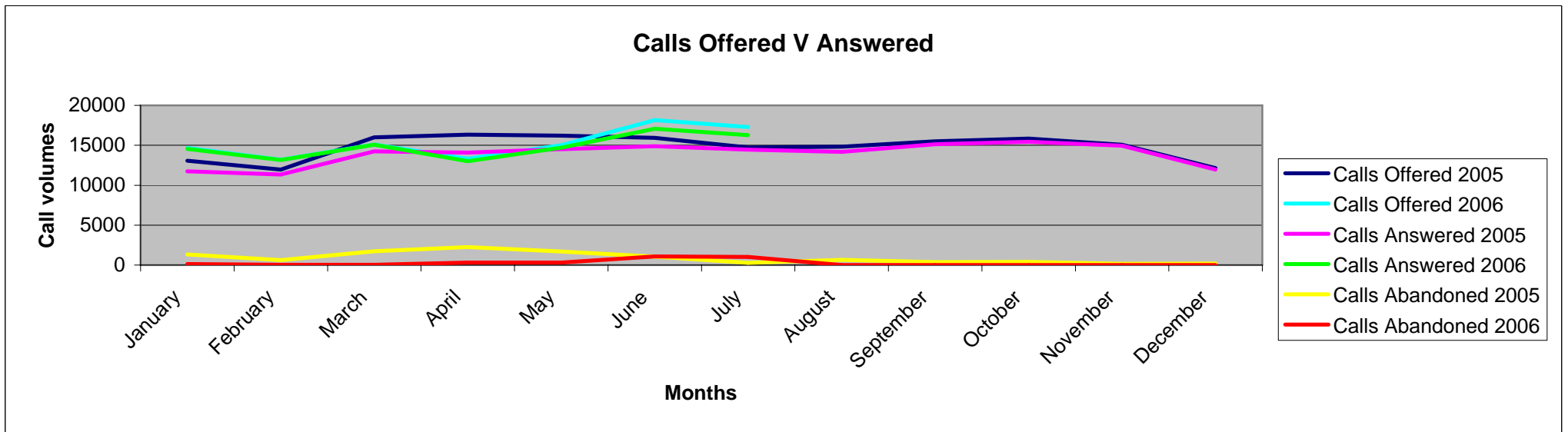
Of course, it goes without saying, should a customer require assistance with a service which is not yet built into the Customer Relationship Management system, advisors have been trained to access both Council's websites to obtain the information or application forms required and if necessary contact the relevant department on behalf of the customer. Analysis of these types of enquiry will help to inform which departments need to be engaged with to ensure services are available through Warwickshire Direct.

Additionally, the customer satisfaction survey contained questions relating to the services residents would like to see delivered by Warwickshire Direct in the future.

Warwickshire County Council

CSC Performance Report - Against agreed indicators

	Targets	January	February	March	April	May	June	July	August	September	October	November	December
Calls Offered 2005		13055	11961	15980	16322	16207	15946	14739	14824	15510	15842	15081	12132
Calls Answered 2005		11739	11348	14244	14074	14524	14889	14459	14162	15125	15439	14941	11958
Calls Abandoned 2005		1316	613	1736	2248	1683	1057	280	662	385	403	140	174
Calls Offered 2006		14679	13201	15098	13315	15015	18159	17296					
Calls Answered 2006		14543	13167	15057	12994	14712	17072	16285					
Calls Abandoned 2006		136	34	41	321	303	1087	1011	0	0	0	0	0
% Abandoned 2005	<5%	10.08%	5.12%	10.86%	13.77%	10.38%	6.63%	1.90%	4.47%	2.48%	2.54%	0.93%	1.43%
% Calls Answered in 20 seconds 2005	>90%	74.70%	82.90%	72.80%	66.30%	70.20%	71.60%	84.80%	77.00%	84.20%	85.30%	91.50%	93.20%
% Abandoned 2006	<5%	0.93%	0.26%	0.27%	2.41%	2.02%	5.99%	5.85%					
% Calls Answered in 20 seconds 2006	>90%	96.00%	97.50%	96.50%	92.80%	89.30%	77.50%	73.30%					
% of calls Resolved at Point of Contact 2005	>80%	64.85%	64.10%	67.54%	66.16%	71.65%	71.05%	70.35%	70.07%	70.55%	71.55%	71.97%	75.14%
% of calls Resolved at Point of Contact 2006	>80%	70.42%	67.44%	66.28%	68.99%	70.20%	73.98%	73.20%					

Calls Offered V Answered

Percentage Performance

Legend:
- % Abandoned 2005
- % Abandoned 2006
- % Calls Answered in 20 seconds 2005
- % Calls Answered in 20 seconds 2006
- % of calls Resolved at Point of Contact 2005
- % of calls Resolved at Point of Contact 2006

Y-axis: Percentage (0.00% to 120.00%)

X-axis: Months (January through December)