

REPORT TO: POLICY AND RESOURCES COMMITTEE - 28 MARCH 2011

REPORT ON: CUSTOMER SERVICES AT DUNDEE HOUSE

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 15-2011

1. PURPOSE OF REPORT

To request Committee approval for the Customer Services brand and the public opening hours to be operated in Dundee House.

2. RECOMMENDATIONS

The Committee is recommended to approve:

2.1 the name of the customer facility in Dundee House is Customer Services

2.2 the public opening hours for customers' services in Dundee House as being 8.30 am - 5.00 pm, Monday-Friday except Wednesday when it will be 9.30 am - 5.00 pm to allow for staff training

3. FINANCIAL IMPLICATIONS

The harmonisation of opening hours of the different sections combining in the new customer service approach will lead to a saving of £10,000.

4. MAIN TEXT

4.1 When Dundee House opens the Council will have a new Customer Services centre for the public. The modern facilities will comprise 12 interview booths, 5 private interview rooms, 5 cashier booths and a self-service area comprising web access, PCs and printers.

4.2 The services on offer will combine those currently provided separately by Revenues in 6/7 City Square and Customer Services in Tayside House. Over the past few years, Customer Services have been increasing the amount of services they deliver for the public. Social Work and Welfare Rights will also have duty officers for their services. The cashier booths will handle all Council payments.

4.3 The Q Management System in place for opening will allow managers in Customer Services to achieve a reduction in waiting times. This will be assisted with floor walkers assisting customers with minor queries that do not require an interview plus when practical to do so helping customers access the range of self-service options available on the Council's website at the self-service stations. There is an ongoing programme of continuing to develop the Council's website to answer all queries and handle more transactions.

4.4 It is recommended that the opening hours for customers be 8.30 am - 5.00 pm with a later opening on Wednesdays of 9.30 am to allow for continuous staff training. For customers of the Council Tax, Benefits and Cashiers, which represents the highest volume, this is an increase from the current 4.30 pm closing time at 6/7 City Square. It is proposed that the Saturday morning service from 6/7 City Square be discontinued from April 2011. Over the last 12 months, the average number of customers to the Council Tax and Benefits enquiry office on a Saturday was 47 whereas the weekday

average figure is 248. A survey of customers on Saturday mornings highlighted that the majority would come in on other days (30%) or use the internet (9%) or phone (47%) to make payments. The cashiers' statistics indicate that the volume of payments is reducing and this is down to the increased methods of payment offered by the Council.

5. POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Risk Management. There are no issues in this regard to report on.

An Equality Impact Assessment has been carried out and will be made available on the Council website <http://www.dundee.gov.uk/equanddiv/equimpact/>.

6. CONSULTATIONS

The Chief Executive, Depute Chief Executive (Support Services) and Assistant Chief Executive have been consulted on this report.

7. BACKGROUND PAPERS

None.

Chris Ward
Assistant Chief Executive

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21/03/2011