

# Transformation Programme Project Proposal Form



## 1. Proposal Details

<b>BDC TP Reference</b>	BDC/TP/CG/001
<b>Project Name</b>	Review Customer Excellence Accreditation
<b>Project Owner / contact details (Sponsor)</b>	Sarah Sternberg <a href="mailto:sarah.sternberg@bolsover.gov.uk">sarah.sternberg@bolsover.gov.uk</a>
<b>Project Manager and contact details (if different from above)</b>	Kath Drury x 2280 <a href="mailto:kath.drury@bolsover.gov.uk">kath.drury@bolsover.gov.uk</a>
<b>Proposal</b>	<p>Since April 2011, Bolsover District Council have consistently achieved, year on year, the 'Customer Service Excellence' (CSE) accreditation.</p> <p>CSE principles and framework are well embedded across the Council. In recent years, the Assessor is really just confirming this now and is only suggesting improvements which would attract 'compliance plus' status (We are already compliance plus in a number of areas). For example, there has been no need for us to put an action plan together to ensure future accreditation following the assessment since 2015.</p> <p>It is felt that CSE assessment is no longer driving improvements in customer service, these improvements come from the culture developed in the organisation (Influenced by post 2015 CSE outcomes) and CSE confirms what we already know.</p>
<b>Date Received</b>	12.10.18
<b>Transformation Governance Group Consideration Date</b>	17.10.18
<b>Date Passed to Project Owner</b>	
<b>Date to Complete and Return Form (to <a href="mailto:Transformation@bolsover.gov.uk">Transformation@bolsover.gov.uk</a> )</b>	
<b>Date Completed and Returned by Project Owner</b>	

## 2. Project Owner Considerations Overview:

### *What if we do, what if we don't...*

<p><b>Political:</b> Is there political will? What policy factors need to be considered from the various perspectives (National, Regional, Local Govt; Partner Agencies)?</p>	<p>CSE is a recognised 'industry standard' accreditation which, if accreditation is obtained, clearly demonstrates to customers and partners alike that we take customer service seriously and are good at it.</p> <p>Without it the Council will be reliant on internal process such as customer compliments, comments and complaints, customer satisfaction surveys, customer</p>
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	service standards monitoring and internal audit to measure how good we are at 'customer service'
<b>Economic:</b> Are there financial opportunities or barriers to the proposal's delivery? What is the likely saving?	<p>The cost of the assessment is £1300 per annum.</p> <p>However, the more significant cost is the staff time needed to prepare for the assessment. It is estimated that collectively this takes around 22 work days made up of:</p> <ul style="list-style-type: none"> <li>• 12 days - Performance &amp; Improvement - coordinating/assessing/meetings/planning/comms</li> <li>• 6 days - Departmental representatives - collecting/submitted evidence</li> <li>• 2 days - Various officers - meeting the Assessor when on site</li> <li>• 2 days – various officers – training</li> </ul> <p>Based upon a Grade 7 average post (£28,000 PA), the cost of 22 days + oncosts (25%) is estimated to be £3000 (£135 Per day)</p> <p>Therefore, total potential cost saving is £4300 per annum.</p>
<b>Social:</b> Are there benefits to the local community or sectors (e.g. residents, businesses, staff) or likely to be arising concerns? Will the issue be affected by existing or changing demographics? Is any further consultation required?	None
<b>Technological:</b> Are there ICT, logistical or transport solutions or restrictions? Can barriers be overcome?	None
<b>Legal:</b> Is the activity required by law? Are there restrictions to what can be achieved? Is Planning Permission or other permissions or licences required?	None
<b>Environmental:</b> Are there internal or external factors which need to be considered such as, weather, climate, geographical position, climate change, pollution, energy efficiency?	None

### 3. Need and Approach

<b>Is there a clear Justification of Need?</b>	Transformation Programme document and MTFP forecast of £1m revenue gap.
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<b>How does the proposal fit with internal/external Strategic Plans (Corporate Plan, Service Plans etc.)?</b>	Corporate Plan target is to retain CSE accreditation 2015-2019. This has been achieved. Our current accreditation runs from 30/04/18 to 29/04/19.
<b>Are there another options that require investigation?</b>	Consideration should be given into alternative methods of measuring how good we are at customer service including reviewing the well embedded processes we have in place for customer compliments/comments/complaints, customer service standards monitoring and compliance, and customer satisfaction and whether these need any enhancement.

#### 4. Resource Requirements

<b>Financial:</b> <ul style="list-style-type: none"> <li>What are the likely costs?</li> <li>Is there a funding requirement for further exploration of idea / feasibility study? Is a business plan required?</li> </ul>	None
<b>Assets:</b> <ul style="list-style-type: none"> <li>Can this be delivered through existing physical/capital resources?</li> <li>Or, are additional resources required? If so, estimate costs in Financial section.</li> </ul>	None
<b>Staffing:</b> <ul style="list-style-type: none"> <li>Can this be delivered through existing staffing resources?</li> <li>Or, are additional resources required? If so, estimate costs in Financial section.</li> <li>Is additional training required?</li> </ul>	None
<b>Communication:</b>	It is recommended that an internal communication is sent to staff and members to inform them that CSE will no longer be pursued, stating reasons outlined herewith. However, no external communication on the matter.

#### 5. Conclusions

<b>Recommendation of how to proceed: (Progress; Do not Progress; Investigate Further)</b>	Progress
<b>What will be delivered and when?</b> Financial outcomes? Environmental Outcomes? Process improvement? Service improvement? <b>Note: Must be measurable</b>	£1300 actual saving financial year 2019/20 onwards.  An estimated £3000 of staffing resource can be better utilised.
<b>Implementation:</b> When could activity commence? How long will it take for benefits to be realised?	December 2018 as this is when the order is placed with CSE and work commences for the 2019/20 accreditation

**Risks:** What will be the key risks and mitigation required?

Reputational risk of no longer having the CSE accreditation. The likelihood of reputational damage due to this is very low due to our customers understanding of what CSE is and that we can mitigate through monitoring performance through customer satisfaction data.