

Bolsover District Council

Executive

3rd November 2014

Scrutiny Review on the Impact of Welfare Reform and wider issues on the Contact Centres

Report of Councillor Hilary Gilmour, Chair of the Improvement Scrutiny Committee

This report is public

Purpose of the Report

- To consider the outcome of the scrutiny review on the impact of welfare reform and wider issues on the contact centres.

1 Report Details

- 1.1 The Improvement Scrutiny Committee has completed its review on the Impact of Welfare Reform and wider issues on the Contact Centres.
- 1.2 The aims of the review were: -
- To consider the effects of delivery of customer services within the context of Welfare Reform
 - To consider the resilience of the Contact Centres in the response to change from Welfare Reform
- 1.3 The objective of the review was to ensure that our communities are receiving the most efficient service that Bolsover District Council can provide bearing in mind the changes brought about through Welfare Reform.
- 1.4 Members carried out the review with key issues in mind. These included identifying any changes in ways of delivering customer Services in Contact Centres, Demands on the service from complex issues arising from Welfare Reforms and to consider any impact of further challenges facing Bolsover District Council

2 Conclusions and Reasons for Recommendation

- 2.1 The Improvement Scrutiny Committee has made nine recommendations based on evidence gathered during the review. The comments of the relevant Portfolio Holder, Executive Director – Transformation, The Joint Assistant Director, Customer Service and Improvement, Customer Services Manager and the Billing and Recovery Manager were sought prior to the final report being approved by the Scrutiny Management Board.

3 Consultation and Equality Impact

3.1 None

4 Alternative Options and Reasons for Rejection

4.1 None

5 Implications

5.1 Finance and Risk Implications

If accepted by the Executive, Recommendation 2.1 requires a budget extension of between £43,362.00 and £51,280.00 for the creation of two full time Customer Advisor posts from April 2015.

5.2 Legal Implications including Data Protection

None

5.3 Human Resources Implications

None

6 Recommendations

6.1 That the Executive consider the Improvement Scrutiny Committee recommendations set out in the report following the review on the Impact of Welfare Reform and wider issues on the Contact Centres.

6.2 That the Executive provide a response on the review recommendations within six weeks in accordance with the Scrutiny Procedure Rules in order that an action plan can be drawn up to monitor implementation.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	Yes – Recommendation 2.1 of the Scrutiny Review Report
District Wards Affected	None.
Links to Corporate Plan priorities or Policy Framework	CUSTOMER FOCUSED SERVICES - Providing excellent customer focused services

8 Document Information

Appendix No	Title
A	Copy of Scrutiny Review Report
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
None.	
Report Author	Contact Number
C Millington	242385

Report Reference –