

Portfolio Holder decision record sheet

Name of decision maker:	Cllr Neil Harden
Portfolio:	Residents and Regulatory Services
Date of Portfolio Holder decision:	

Title of decision:	To approve a request for a change of opening hours for the Customer Service Centre Gateway contract
Part I:	

<p>Decision made and reasons:</p> <p>To agree to the following change in the opening hours of the Customer Service Centre Gateway contract -</p> <p>The current opening hours of 08:00 – 18.30 Monday to Friday to be changed to 08:00 – 18:00 hours Monday to Friday.</p> <p>Reason:</p> <p>Statistics provided by the service provider, Northgate Public Services, reveal that the number of calls received by the Customer Service Centre is very low between the hours of 18:00 and 18.30. For example, during the three month period between July and September 2014 the average number of calls were three per day during these times.</p> <p>The reduction of 30 minutes in the opening times at the end of each day will allow two Customer Services Representatives to be redeployed to provide cover at peak times. This cover will amount to five hours per week. This change will help provide a more effective service to be delivered at peak times. It will also contribute to the channel shift strategy and help maximise take up of the 24 hour self- service channel.</p>
<p>Reports considered: (here reference can be made to specific documents)</p> <p>Northgate’s proposal for changes to customer services opening hours to support an improved service to customers</p>
<p>Officers/Councillors/Ward Councillors/Stakeholders consulted:</p> <p>Cabinet Members Corporate Management Team Group Manager Commissioning, Procurement & Compliance Commercial Contracts and Supplier Relationship Lead Officer</p>
<p>Monitoring Officer comments:</p> <p>The proposed change to the opening hours of the Customer Service Centre represents a change to the contract with Northgate and therefore requires the approval of the Portfolio Holder.</p> <p>Chief Financial Officer comments:</p> <p>The Council must ensure that it continues to receive the number of employee hours to which it is contractually entitled. Before granting the amendment, the Council should ensure that there are mechanisms in place that require Northgate to evidence that the number of hours provided</p>

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remains unaffected by the change in opening hours.

Implications: Should the approval in the change of opening hours not be granted, then the benefits outlined above will not be achieved.

Risk: The risks associated in not approving the change in hours are that the Council will not be supporting Northgate to increase the availability of their resources to match demands during core hours of operation. This would have a direct impact on the customer's experience of the Council and may have a negative impact on the Council's reputation.

Value for money: There is no financial cost or saving to the Council in the change of opening hours, but there are benefits to the Council's customers.

Options considered and reasons for rejection:

Northgate had proposed a change in the opening hours to 8.30 – 17.30 Monday to Friday. This option was rejected as it was felt that the average number of daily calls received between 8:00 and 8.30 in the morning, and between 17.30 and 18:00 in the afternoon, although still relatively low, nonetheless justified the Customer Service Centre remaining open during those times.

Portfolio Holder's signature:

Date:

Details of any interests declared and any dispensations given by the Standards Committee:

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Date decision record sheet received from portfolio holder: 12 March 2015

Date decision published: 20 March 2015 Decision no: PH-007-15

Date of expiry of call-in period: 4 April 2015

Date any call-in received or decision implemented: