

Customer Services & Customer Access

What is provided?	Why is it provided?	What drives demands?
<p>Customer Services provides the primary access channels for the public contacting Torbay Council. Implementing Customer Access Improvement Project (CAIP) and eContact.</p> <p>Face to face services operate in Torquay Connections in Brixham Library and in Paignton Library Information Centre.</p> <p>The Contact Centre manages telephone contact for a wide range of council services</p> <p>The Public Access Channel and Systems Team (PACS) support and develop the back office systems that Customer Services use as well as customer facing systems.</p> <p>The team also provides website design & support, document digitisation, social media support</p>	<p>Customer Services is not statutory but does offer the public's main contact to Torbay Council either face to face, through the call centre or main switchboard. However, many of the functions supported by Customer Services are statutory, such as Elections, Registrars and Housing.</p>	<p>Financial Year 2013/14 demand :</p> <ul style="list-style-type: none"> • over 261,000 calls to call centre • over 71,000 visitors • over 122,000 calls to the switchboard <p>Call centre demand has continued to increase</p> <p>Increasing demand for channel shift and digital by default to access services through the Corporate website and mobile devices.</p> <p>Office Rationalisation Project (ORP)</p> <p>Corporate initiatives such as Tell us Once (TUO)</p>

Draft Proposals – Outline details	Actual Budget 2014/2015	Savings for 2015/16		Proposed Budget 2015/2016	Implementation Cost	Delivery Date	Possible Risks / impact of proposals
		Income £	Budget reduction £				
<p>5. Review Connections Offices operating model.</p> <p>This proposal seeks to review the current face to face customer service provision across the three Connections offices. A number of options will be subject to public consultation in 2014.</p>			54,000 approx		Nil	01/04/15	<p>Major Impact</p> <p>A set of options will be developed in relation to connections offices which will be subject to full consultation and Equality Impact Assessments in 2014</p>
<p>6. One centralised Connections Service.</p> <p>Close Brixham and Torquay Connections Offices and centralise the "Connections"</p>			48,000			1/4/15	<p>Major Impact</p> <ul style="list-style-type: none"> • The location within PLAIC needs to be able to accommodate a significant increase in footfall • Age UK would no longer be able to use the

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service in Paignton Library And Information Centre (PLAIC)							<p>meeting room in Torquay Connections and would have to make alternative arrangements</p> <ul style="list-style-type: none"> • There is a need to ensure that the Main Reception at Torquay Town Hall does not become a face to face enquiry point • Customers that currently use Brixham & Torquay Connections would either have to travel to Paignton or make use of the alternative facilities. • Appointments may have to continue to be facilitated in Torquay due to meeting room space & staff travel costs to PLAIC

