



NOTES
OF THE MEETING OF THE
PARTNERSHIP DELIVERY GROUP
MONDAY 28 NOVEMBER 2011

Held at 7.00 pm in Committee Room 1, Civic Centre, Pavilion Road, West Bridgford

PRESENT:

Councillors R Hetherington (Chairman), Mrs D M Boote, H A Chewings, A M Dickinson, E J Lungley, F A Purdue-Horan, Mrs M Stockwood, B Tansley (substitute for Councillor R L Butler), T Vennett-Smith

OFFICERS PRESENT:

| | |
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| C Bullett | Deputy Chief Executive (CB) |
| N Carter | Partnerships and Projects Manager |
| D Mitchell | Head of Partnerships and Performance |
| S Woltman | Customer Services Manager |

APOLOGY FOR ABSENCE:

Councillor R L Butler

10. Declarations of Interest

There were none declared.

11. Notes of the Previous Meeting

The notes of the meeting held on Monday 26 September 2011 were accepted as a true record.

With regard to the Action Points Members informed officers that they had not yet received a list of contacts from Spirita. The Partnerships and Projects Manager explained that all Members requests had been passed on immediately after the meeting. It was agreed that officers would contact Spirita again.

12. Review of the Rushcliffe Community Contact Centre

The Head of Partnerships and Performance and the Customer Services Manager gave a presentation on the partnership between the Council and the Police in respect of the Rushcliffe Community Contact Centre. The Council's vision was that "Citizens will have access to public services in location and at times convenient to them by their chosen method of communication". The Partnership approach gave a face to face contact point in seven sites in the Borough.

Following a question regarding the Police's station review the Customer Services Manager explained that at present the only contact centre that had moved from a police station was the one based at Radcliffe on Trent which had now moved into St Mary's Church Hall. Due to this move the Council was now working in partnership with the Radcliffe on Trent Advice Centre. With

regards to the other 'spokes' there would be no change at Cotgrave. At Keyworth, East Leake and Ruddington officers were awaiting the outcome of the Police's review. A report was being presented to Cabinet about a potential full time customer service presence at Bingham in the new Health Centre. It was hoped that eventually the Council could have two full time 'spokes'. Following a question the Group was informed that there was a possibility of moving into the Keyworth Health Centre. In respect of Bingham, although the advisors did not deliver Town Council services at present, if the remote site was relocated to the new Health Centre this could be investigated.

Officers explained that the challenge for service delivery was to try to make as many services self-service thereby reducing the cost to the Council and allowing staff time to be diverted to more complex issues. Members were informed that 49% of face to face enquiries were in relation to Council Tax and benefits. It was noted that 83% of enquiries were resolved at the first point of contact.

The Customer Services Manager explained that the culture of customer service was constantly changing and this was embraced by the staff. Recently the cultures of the Council, Police and Spirita had been merged and this had given residents access to services for the Council, Police and Spirita in one place in a friendly atmosphere. Not to have glass screens at the Contact Centre was a visible culture change for the Police, although this was working very well. Staff also had access to all three IT systems making the process seamless for customers.

With regards to the Contact Centre the Police and the Council shared the building and the accommodation costs. Four members of staff from the Police had been integrated into the Customer Services Team and Spirita funded one post.

In relation to the management of the Partnership the Group were informed that there was a Strategic Board, which met quarterly, and an Operational Management Team that met monthly to discuss HR, IT and performance issues. Now that performance was measured by the Council the Police were now aware of the statistics for customer contact. Since the Rushcliffe Community Contact Centre had opened 80% of contact had been by telephone, this equated to 90,268. Following a question Members were informed that the Contact Centre did not take phone calls for the Police. Due to the introduction of charging for green waste in April this had increased the number of calls by 20%. Performance had been affected by this and the move however, officers were pleased to inform Members that there had been very little dissatisfaction and that performance was now on track.

The Customer Services Manager explained that the Centre provided space and support for other agencies, including Age Concern, RCVS, NHS, etc. Interview rooms are made available; information can be placed on the screens. Also the service was involved in the 'Tell Us Once' initiative, where information was shared across the County following birth or bereavement. Officers stated that they were encouraging groups to be a part of the Centre and they were working closely with Nottinghamshire County Council to see if their services could also be delivered. In fact, because of the success of the

Contact Centre the Police were now identifying ways to work with Gedling and Broxtowe Borough Councils.

Following the first six months of the operation of the Contact Centre it had been noted that there was an increase of 50% of face to face contact, and although this included visits for the Police, Council customers had stated that the location of the Centre had made services more accessible. With regards to Revenues, Planning and Strategic Housing representatives from those service areas worked at the Centre and this too was working well.

13. **Rolling 2 Year Work Programme**

The Group considered its work programme. Members were asked to submit any questions regarding the South Notts Community Safety Partnership to the Partnerships and Projects Manager by 13 January 2012.

Following a question the Deputy Chief Executive (CB) explained that there was a requirement for every area to have a Community Safety Partnership. The Chief Executive attended the Safer Nottingham Board as the Council's representative. Previously there had been separate Crime and Disorder Reduction Partnerships in the Rushcliffe, Gedling and Broxtowe areas, but about 2 years ago they were merged into one. The Partnership consisted of various bodies to tackle crime, including the Police, the Borough and County Councils, the Fire and Rescue Service, the Probation Service. The Partnership had targets to combat crime and anti-social behaviour. Often there was a geographic approach taken by all partners, known as Area Based Initiatives which included weeks of action. Officers stated that following successful action in Cotgrave the area was now lower in the County ranking of hotspots

The meeting closed at 7.50 pm.

Action Sheet

PARTNERSHIP DELIVERY GROUP - MONDAY 28 NOVEMBER 2011

| Minute Number | Actions | Officer Responsible |
|---|---|--------------------------------------|
| 11. Notes of the Previous Meeting | The Head of Community Shaping to contact Spririta regarding contact details. | Head of Community Shaping |
| 12. Review of the Rushcliffe Community Contact Centre | Explore the opportunities to deliver services for parish and town councils as part of the development of the remote sites | Head of Partnerships and Performance |