

APPENDIX A

SUMMARY OF SERVICES DELIVERED THROUGH THE CSC

Service	Comments
Housing Tenancy services enquiries	
Switchboard for SBC and SHL	242242 and 242666 – general enquiries and escalations about all SBC/SHL and related services.
Benefits – verification and validation of documents	Front of house activity, around 50% of all walk-in customers are benefit related enquiries including assistance with applications and quick calculations.
Housing Advice and Homeless	General advice and hostel referrals
Homes 4You	General advice and assistance
Housing repairs	Diagnosis, appointments and text messaging
Garages	Paperwork, issue of keys and payments
Keys – general	Housing collection and return of keys
Miscellaneous services	Junk collection, TV license refunds, bus passes, car park season tickets
Environmental services – parks	
General Council Tax enquiries	Council Tax have a direct line but CSC deals with over 1,000 calls a month on their behalf
Benefits – general telephone services	CSC deals with Benefit enquiries over the telephone when Housing Benefits telephone lines are engaged.
Waste Aware – missed and replacement bins	Advice and service requests
Abandoned vehicles/fly-tipping and fly-posting	Take calls and send service requests to back office
Complaints – SBC complaint logging and support for Members re complaints.	.5 of an Adviser post
Holidays for the elderly – annual event	CSC hands out forms, take payments and logs all transactions.
Payments – Smart pay	As above
SBC web-site inbox	Dealing with corporate e-mails and on-line repairs.
Self-service	Help and assistance for customers to get on line
General Walk-in between 8.30 to 5.30	Application forms/leaflets/information all services SBC and SHL. Appointments for SBC officers and CAB surgery on a Thursday morning
Daneshill Reception	1.9 posts to cover Daneshill from 8.45 am to 5.15 pm

PAYMENTS DEALT WITH BY THE CSC

Item	ATM Cheque/Cash	Smart Pay	ToneSmart	Credit/Debit Front Counter
Housing rents	Yes	Yes	Yes	Yes
Garage rents	Yes	Yes	Yes	Yes
Deposit for Garage rental	Yes – when keys picked up			Yes
Contents Insurance	Yes	Yes		Yes
Council Tax	Yes	Yes	Yes	Yes
Business Rates	Yes	Yes	Yes	Yes
Mortgage	Yes	Yes	Yes	Yes
Debtor Invoice	Yes	Yes		Yes
Sundry Invoice			Yes	
Private Careline			Yes	
Leaseholder Charges			Yes	
Housing Benefit overpayment			Yes	
Holiday for the Elderly	Yes – deposit and final payments			Yes
Allotments	Yes	Yes		Yes
Junk Collection	Yes - £9 single item £18 multiple items			Yes
Bus Pass replacements	Yes - £5 fee to replace			Yes
Miscellaneous – anything	Yes	Yes		Yes

Note that all requests to make arrangements to pay are transferred to the back office.