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Stevenage
BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

Date: 20 November 2024

SUPPLEMENTARY AGENDA

PART 1

4.   WORK PROGRAMME ITEM - CUSTOMER SERVICE CENTRE RELOCATION
To receive a presentation from the Head of Digital and Transformation, Greg Arends, on the implementation of moving of the Customer Service Centre from its former location into a single site at the Daneshill House reception.
3 – 12

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Customer Service Centre Relocation

Overview & Scrutiny Committee (20th Nov 2024)

Greg Arends

Jonathan James

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2021

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2021

- Enormous change in visitors and building use

- CSC secluded from other teams

- Duty teams didn't have a place to sit together

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- Single staffed entrance
- Space to collocate key officers from duty teams together with Customer Services in Atrium
- Make it easier for officers to work together on complex cases
- CCTV and room alarms for Reception and customer meeting rooms

Learning

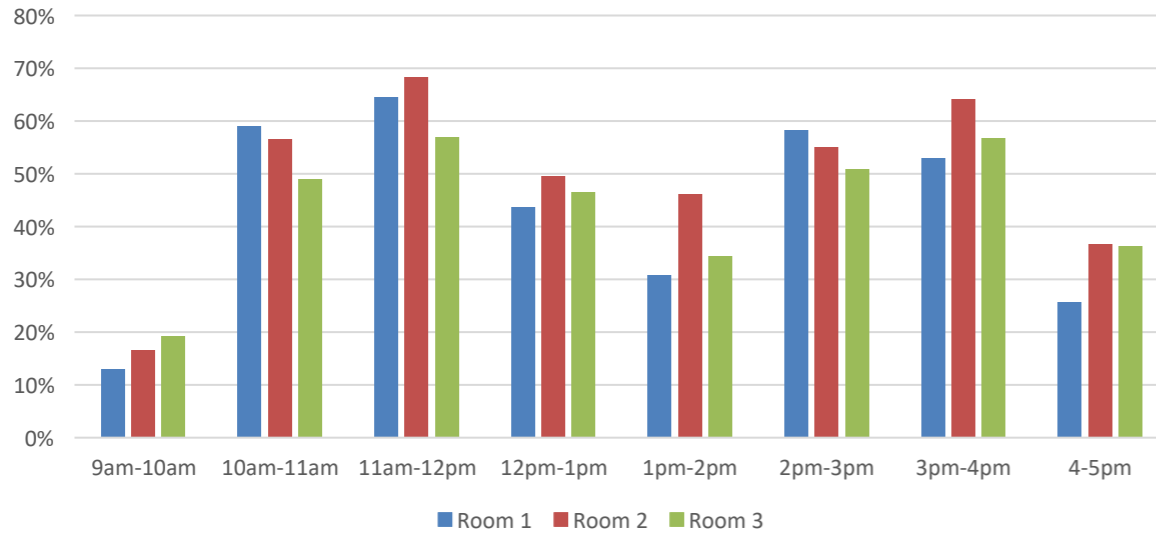|		
🛋	Visitors sometimes waiting in the way of others	Changed layout with the permanent desk More seating capacity
🛡	Need to remain vigilant on security	Joint training for CS and FM Monthly joint meeting CS/FM/H&S
🖥	Opportunity to use the TV screen	Adverts for commercial services
📊	Changing usage of customer meeting rooms	Collecting data to see how we can best make use

November 2024

Customer Services visitors

- Appointments per day
  - 19/20 Q2 – 78
  - 24/25 Q2 – 6.5
- Mostly Benefits
- Lettings
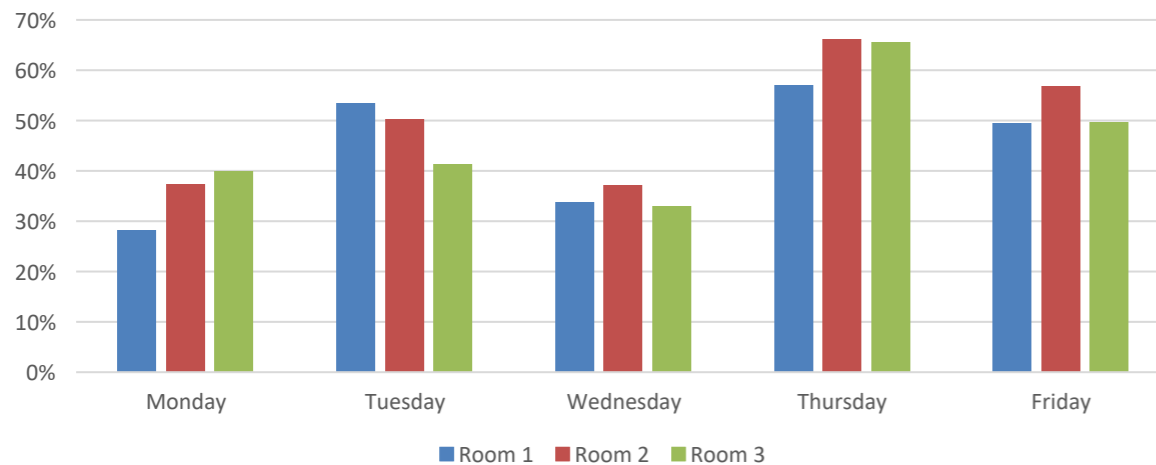- Customers that really need additional support

- Other visitors per day
  - 19/20 ~120
  - 24/25 ~32
- 22% clarifying letters
- 17% duty officer appointments
- 15% sign post to phone or online
- 13% non-council
- 10% book an appointment

Customer meeting rooms

Reception room utilisation Q1-2 2024/5

Reception room utilisation Q1-2 2024/5
by day of week

Thank you for listening

Greg Arends

Jonathan James

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