

# Customer Service Centre Relocation

Overview & Scrutiny Committee (20th Nov 2024)

Greg Arends

Jonathan James

# 2021



# 2021



- Enormous change in visitors and building use
- CSC secluded from other teams
- Duty teams didn't have a place to sit together

# November 2023



- 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

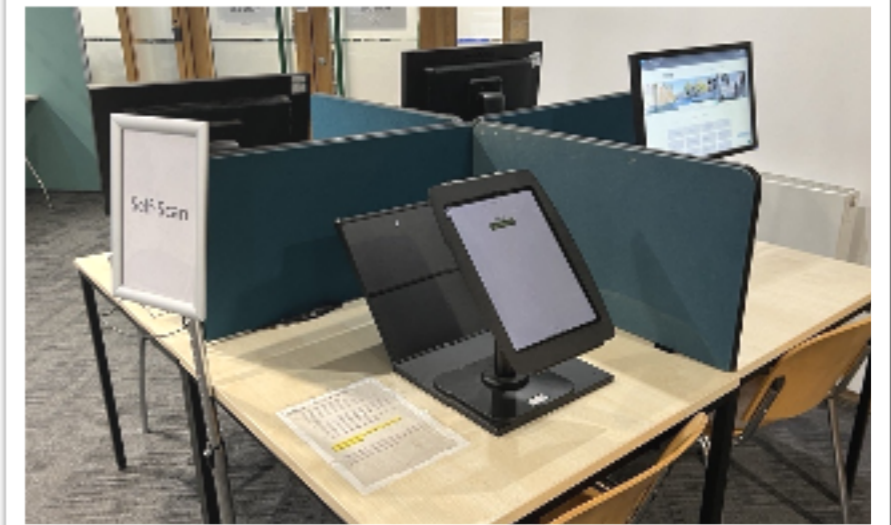
Adverts for commercial services



Changing usage of customer meeting rooms

Collecting data to see how we can best make use

# November 2024



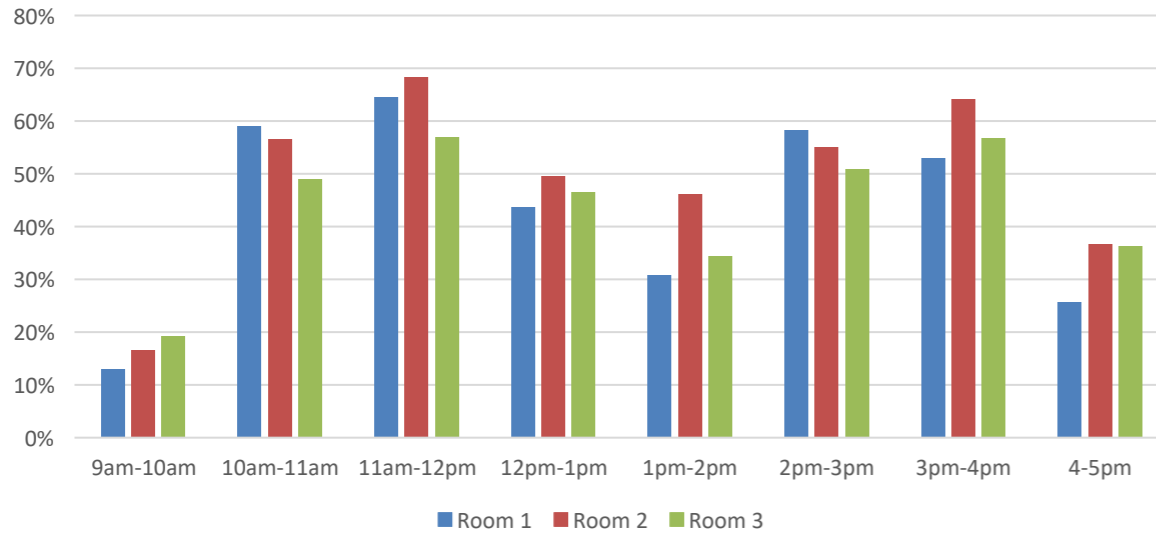
# Customer Services visitors

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

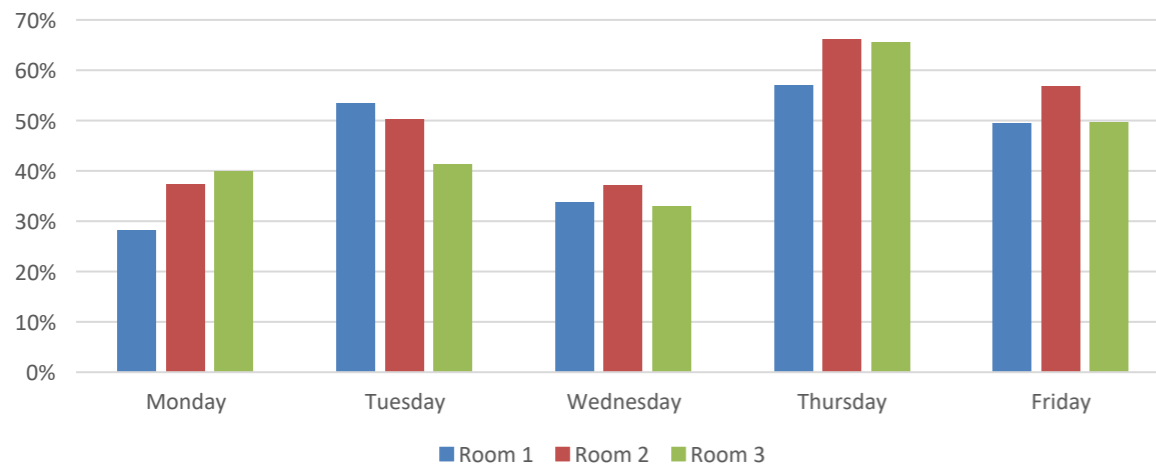
- Other visitors per day
  - 19/20 ~120
  - 24/25 ~32
- 22% clarifying letters
- 17% duty officer appointments
- 15% sign post to phone or online
- 13% non-council
- 10% book an appointment

# 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