



DERBY CITY COUNCIL

**COUNCIL CABINET**  
**6 April 2004**

Report of the Director of Corporate Services

## **Service Access Review**

### **RECOMMENDATION**

1. To consider the 28 recommendations of the Review Team and refer the Final Report and Improvement Plan to Scrutiny Management Commission for comment.

### **REASON FOR RECOMMENDATIONS**

2. The Best Value review has identified a need to improve customer service across the Council. The 28 recommendations identified by the Service Access Best Value Review Team will ensure that the Council delivers a 'step-change' in customer service.

### **SUPPORTING INFORMATION**

- 3.1 As part of the programme of Best Value review and in response to the findings of the Comprehensive Performance Assessment – CPA , the Cabinet agreed that a review of Service Access be completed by February 2004.
- 3.2 Following a staged inspection of the review, Cabinet agreed a definition and revised scope for the review in August 2003 which is outlined below.

#### **Definition**

Service Access - the processes by which the public's requirement for information and services is linked with the information and services offered by the Council.

#### **Scope**

To identify:

- the most effective methods of providing the public with a good, easy, City Centre point of access to Council services
- the procedures, information and infrastructure that are needed to support all methods of access
- the means of developing a customer service culture within the methods of access identified.

- 3.3 'It is 2007, a resident of Derby can access Council services by a telephone or internet up to 24 hours a day, 7 days a week. He or she can also visit one city centre location or one of a small number of local neighbourhood bases with extended opening hours.

The service provided is consistent, co-ordinated and pro-active. Customer Service employees will be able to identify if the customer needs extra help or advice, will help sort out problems and take personal responsibility for them.

The Council makes sure that services are responsive and accountable to all citizens by regular reporting and consultation.'

That is our vision for Derby. The Service Access review started in January 2003 has reviewed the Council's current arrangements in relation to service access and considered the steps needed to deliver its vision by 2007.

- 3.4 This review has established that although access to services is in many respects good, the Council will have to achieve a considerable 'step-change' if it is to achieve its vision for Derby outlined above.
- 3.5 The attached Final Report identifies the issues which the Council needs to address as it seeks to deliver its vision for service access. The Improvement Plan identifies the actions that need to be taken to implement the recommendations made by the Review Team.

## OTHER OPTIONS CONSIDERED

4. The Service Access Review Team has considered a number of options as part of the review. These are outlined in Section 7 of the Final Report.

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**Background papers:**

**List of appendices:**

Appendix 1 – Implications

Appendix 2 – Final Report and Improvement Plan

## IMPLICATIONS

### Financial

1. The financial implications for each improvement are identified within the Improvement Plan.

### Legal

2. Under the Local Government Act 1999 and ODPM circular on Best Value and Performance Improvement – March 2003, the Council is required to undertake Best Value reviews of all its functions. However, we are no longer required to review all our functions over a 5 year cycle following issue of Statutory Instrument – SI 2002/305.

### Personnel

3. The personnel implications for each of the improvements are identified within the Improvement Plan.

### Corporate Objectives and Priorities for Change

4. The Service Access review supports the Council's objective of...

Through the services we provide and in partnership with others, we will make Derby a city of integrated, cost effective services that respond to customers' and community needs, rather than those of the Council

It also supports the Council's priority for change of...

Making sure we respond to people's needs appropriately, on time and first time, by developing a customer focussed culture and using new technology and investment in the Council's buildings to provide modern working environments for service delivery and employees.

