

Report to	Cabinet	Item 3
	28 March 2018	
Report of	Director of customers and culture	
Subject	To consider delegating authority to award the contract for customer contact centre redesign	

KEY DECISION

Purpose

To consider delegating authority to award the contract for customer contact centre redesign to the director of customers and culture in conjunction with the portfolio holder for health and well-being

Corporate and service priorities

The report helps to meet the corporate priority value for money services

Financial implications

An overall budget of £300,000 has been set aside for the work programme

Ward/s: All Wards

Cabinet member: Councillor Packer - Health and wellbeing

Contact officers

Nikki Rotsos, Director of customers and culture	01603 212211
Tina Pocklington, Head of customer services	01603 212759

Background documents

None

Report

1. City Hall has a busy customer contact centre and reception welcoming around 100,000 customers per annum.

The existing customer contact centre is to be adapted to form one open space in which the various services within the council will conduct business with their customers.

The customer contact centre layout will be remodelled to enable council staff to 'walk the floor' and talk to / direct customers to where they need to be or to sit with customers to conduct their business using "mobile" computer tablets.

2. The works are planned to commence 28/05/2018 with a firm deadline of 17/08/2018.
3. Due to being time critical and as there are no planned Cabinet meeting for April or May 2018 an emergency cabinet meeting is required to ensure an award can be made to the successful contractor without delaying the works
4. Report is to seek delegated authority for Nikki Rotsos, director of customers and culture and Councillor Matthew Packer, cabinet member for health and wellbeing to award the contract following evaluation of submitted tenders.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	28 March 2018
Director / Head of service	Nikki Rotsos
Report subject:	To consider delegating authority to award the contract for customer contact centre redesign
Date assessed:	22/3/2018

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Redesigned and refurbished centre will facilitate a culture change to self-service, directing resource to customers which need personal attention
Other departments and services e.g. office facilities, customer contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above – will improve the customer experience for range of services to the council
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above – directing limited resource to customers in need.
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above – directing resource to those in need most
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment
Positive
Change in culture and facilities will drive use of limited resources to those most in need and allow those customers wishing to self-service that opportunity. Appointments based meetings will allow both customers and officers to plan and prepare.
Negative
Neutral
Issues