

SERVICE REVIEW 2007 – 08

CUSTOMER SERVICES

CASHIERS

Corporate Plan Delivery

As Copeland direct

No. of staff & roles

Cashiers

8 staff (1 vacancy as of July 2007)

7.5 FTE (approx)

Staff at Whitehaven, Cleator Moor, Egremont & Millom

1 Manager – shared with Copeland Direct

1 Team Leader

1 Supervisor

6 Cashiers

1 vacancy

Deal with all customer contact specific to payments;

Face to Face,

Telephone

Email

Voicemail

- Aim is to provide accurate information and process payments made to the Council efficiently and quickly as possible.
- Alternative payment arrangements project is managing the impact on removing this service and the range of issues this presents.

Annual Budget

£136,764 employees

34,490 supplies & services

Savings Potential

Alternative Payment Arrangements

Project will mean the closure of the Councils payment counters at each office.

Estimated/Target saving in year 1 = £0

Year 2 and ongoing years estimated saving £41,500

Please refer to detailed Project costs analysis sheet as provided for Executive meeting 30th October 2007.

Cash collection cannot find the required saving of £8,440 for 2008/09 however we would ask that consideration be given to the savings being created in 09/10 which will be significantly higher than £8,440.

Unavoidable Growth Items for 2008/09

Annual Fee for Web Payments Security Software =£1800

(new legislation July 2007)

Income

Given the cash offices will be closed as of 1st April 2008 there is no potential to generate income.