

WEDNESDAY OPENING HOURS FOR THE COPELAND CENTRE

Lead Officers: Jane Salt
Cover Report Author: Jane Salt

Background

1.1 Members are aware that it has been agreed to open the Copeland Centre at 10.00 on Wednesday morning to allow for staff meetings of front facing staff, in particular Revenues and Benefits and Customer Services. Although there is an opportunity for other offices to take advantage of the “quiet” time to involve all of their staff in joint meetings.

1.2 Within Customer Services this time has been used to deliver a variety of training sessions and messages to staff. Whilst it is difficult to measure the success in productivity it has certainly allowed managers the time with their staff to ensure a consistent approach is taken. Prior to this it was not possible to get all team members together as cover for phone and counter enquiries was required at all times during office hours.

1.3 The topics that have been covered to date are:

- contents of the service plan
- impact of the replacement of the remote access terminal
- system security
- managing attendance
- PIT awareness sessions
- working with the PIT to review the life of a benefit claim
- training on circulars and bulletins
- team briefings, one every month to include Team Talk
- introduction of new procedures and systems, for example BT Contact Central
- feedback on and issues arising from quality checks
- load testing of the new version of BT Contact Central.

The Future

1.4 There will continue to be a requirement to deliver team briefings, together with training on circulars and bulletins. In addition the introduction of the verification framework means that all Customer Service staff, particularly Copeland Direct will require in depth training on how to identify false documents. Other subjects to be covered will be action plans, SLA's, improvements to customer service.

- 1.5 The provision of this time by the authority has been recognised by the Benefit Fraud Inspectorate Performance Development Team as a huge commitment by this Authority to strive for continuous improvement.
- 1.6 Managers have been asked to put together a rolling programme of the topics that are to be covered on Wednesday mornings so that staff are aware of them and have the opportunity to request items to be added.