

Appendix 3

Project/Item	Changes to Capita Contract
Date	26 th January 2011
Brief Description	<p>As part of the Medium Term Financial Strategy, the Capita contract was targeted to identify cashable savings as well as efficiencies. Due to the scope and size of the contract individual business areas were selected, it was also decided to do a phased implementation in order to mitigate any potential risks from the proposed changes.</p> <p>Changes to Visiting Officer Position As a consequence of business process re-engineering the Visiting Officer function will be carried out by fraud inspectors.</p> <p>In addition the STAN bus will also be used as a means for customers to access Council services throughout the borough, which will add to the existing visiting provision. The driver of the STAN bus is a skilled Benefits processor and as such, customers will be able to have their Benefit forms checked as well as receiving expert benefits advice. The customer will also be signposted to any other services that they may require while on the bus, so providing a completely joined up process.</p> <p>There are no implementation costs associated with this activity. The proposed change will result in cash saving of £20,634 per annum for Rossendale and it will be implemented from April 2011.</p> <p>One Stop Shop (OSS) Business process redesign analysis has been carried out within the OSS; the work has determined that a yearly saving of over £11,000 can be achieved with some slight modifications to the existing work practises. The changes will be implemented from April 2011. Further work will be carried out in the OSS around the switchboard and call handling function. The switchboard has already been updated to include voice recognition so customers can say the name of the person they want to speak to and be directly connected; customers can also still speak to an operator if they prefer.</p> <p>Court Costs It is proposed to increase the court charges to £95 the cost is designed to cover all the costs that are incurred as part of the Rossendale recovery process of collecting both Council Tax and Business Rates.</p>

	<p>The court costs are only applied to customers who are summons, At present a number of other authorities already charge £95 and above for court costs, so the increase is in line with the charging structure of other East Lancashire Councils.</p> <p>The increase in court costs will be applied from April 2010 and will form part of the cabinet report that details all the Council's charges. The increase in courts costs will generate an extra £15,000 per annum.</p> <p>Coventry Call Centre At present the Capita Call Centre in Coventry manage all of the Revenues and Benefits calls for Rossendale. The current service level is 90% of all calls answered within 20 seconds which is an excellent performance and one of the best in Lancashire.</p> <p>It is proposed to reduce the service level to 80% of all calls answered within 20 seconds. Although the service level will be reduced the 80% still represents the Industry standard of good performance. It is projected that a reduction in service level will generate a saving of £20,000 per annum and this will be implemented from April 2011.</p>
Recommendation	Cabinet are asked to approve all the changes identified within the report.
Identify Risk	Risks are minimal in terms of the change process.