

Customer & Information Service Plan 2005/06



DRAFT

*'Working with and
on behalf of local
people'*

Kettering
Borough Council

1. SERVICE SUMMARY & OBJECTIVES

The Customer and Information Service Unit aims to provide:

- A seamless service to customers through access points in Kettering, Rothwell, Desborough and Burton Latimer within defined opening hours,
- Cash payment facilities in Kettering, Rothwell, Desborough and Burton Latimer within defined opening hours,
- Information Technology: infrastructure, software and hardware through procurement, maintenance and project management,
- A proactive and responsive media relations service,
- An independent customer liaison role to manage complaints and compliments whilst proactively measuring customer service standards for service units.

Key Service Aims for 2005/06

Key Commitment Service aim	Improving the quality of life	Protecting & improving the environment	Economic regeneration	Local involvement in decision	Equality of opportunity	Integrity and best use of resources
Improve the level of customer service to all Kettering Borough Council customers at all access points.	✓				✓	✓
Improve the level of customer service at Burton Latimer and Desborough Library Access points in partnership with Northamptonshire County Council.	✓				✓	✓
Improve the level of customer service to all Kettering Borough Council customers contacting the Telephone Response Centre.	✓				✓	✓
Facilitate access to a range of partner services for our customers.	✓				✓	
Provide an increased variety of means of making payments to the council.	✓				✓	✓
Manage and co-ordinate service improvement projects in line with corporate priorities and plans.					✓	✓
Increase use of customer feedback achieved through the Customer Liaison Officer as a means of effecting service improvements.	✓				✓	✓
Manage internal and external communications to ensure effective communication with employees and to promote the work of the council to local people.	✓	✓		✓	✓	✓
Deliver the council's ICT strategy to provide an infrastructure designed to maximise and generate further efficiencies	✓		✓		✓	✓

by providing a platform which can be shared with other organisations and service providers.						
Deliver the priority outcomes as defined in the IEG4 statement.	✓	✓	✓	✓	✓	✓

Service Objectives and links to Corporate Objectives

Short-term objectives (1 – 18 months)

- Further embed the customer service culture throughout the council through people, processes and technology
- Transform access to council and partner services through the county web-portal, KBC website and re-develop the Intranet.
- Create a development plan to improve and extend the range of services available within the A6 towns to include Rothwell Response Centre development
- Identify and implement cost effective cash handling solutions including on-line payments for services.
- To ensure the success of the first phase of the Telephone Response Centre and increase the range of council services offered.
- Implement key Information Technology systems for service units within agreed project plans.
- Meet E-Government Priority Outcomes.
- Continue implementation of IT infrastructure.
- Implement IT Helpdesk
- Provide an IT team to meet strategic service objectives.
- Develop and implement a new Communications Strategy that will introduce a more proactive and focused Corporate Service
- Provide an effective co-ordinated timely response to requests under the Freedom of Information Act
- Provide on-line e-consultation to customers.
- Expand the capacity of the e-mail system to reflect the increased demand by internal and external customers.
- Implement Web-based GIS System
- Provide a wide range of interactive services on-line.
- Upgrade the IT Network
- Upgrade the Crematorium Network

Medium Term objectives (18 – 36 months)

- To support flexible working by the provision of facilities for homeworking
- Respond to customer research by improving proactive service delivery in line with corporate objectives
- Compliance with E-Government targets.
- Implementation of a joint, centrally located Response Centre in Kettering to deliver council, county council and partner services.
- Continue with ongoing programme of desktop replacement
- Implement increased Security and enhance disaster recovery
- Implement Phase 2 of the DIPS (Document Image Processing) Project
- Replace Councillor Laptops

Long-term objectives (36 months onwards)

- Expand Response Centre to deliver a multi agency service in partnership with other organisations and providers.
- Continuous development of IT solutions to meet high standards of customer service delivery.

Links to cross cutting themes:**Community Plan:**

The Community Plan for 2005 to 2008 is being consulted on with a view to strengthen the partnership working of organisations within the Borough, and to clarify the Local Strategic Partnership's overall strategic aims. The Council's commitments to the Community Plan are delivered via the Corporate Improvement Plan. The Customer Services and Information Team have fully engaged with the priorities contained within the Community Plan for 2005 – 2008 which includes, as a minimum, facilitating on-line consultation for the Plan, improving electronic access for businesses, supporting communities in creating a web presence and Increasing the availability of, and access to information, advice and support.

Corporate Improvement Plan:

The Corporate Improvement Plan will be updated in the spring 2005. This plan will act as a driver for prioritised improvement across the organisation over the next three years. The work of the unit inputs into all aspects of the plan by providing frontline service support and IT support for a range of services.

Next Steps Programme and organisational improvement:

The Council's next steps and organisational improvement programme activity will be intensified during 2005/06 including: the delivery of efficiency savings, the development of procurement, the establishment of systems that improve the delivery of services and supporting the implementation of major change initiatives. Supporting all council service areas to ensure that 80% of customer queries are resolved at the first point of contact to standards agreed with the individual services. The Customer Services and Information Team will continue to act as an advocate for the customer ensuring that complex queries are dealt with in an efficient and effective manner.

Asset Management Plan and Capital Strategy:

The Council attained 'good' ratings for both The Asset Management Plan, and The Capital Strategy last time they were subject to external validation. The Capital Strategy will be reviewed / refreshed during 2005 with the overarching aim of continuing to identify opportunities for making best use of the Council's resources. Due to the strategic importance of the Council's asset portfolio and its links with the delivery of key priorities, such as economic development, all decisions that impact on the future use of the Council's land and buildings will be given strategic consideration, including discussion at SMT. Input into the Asset Management Plan will be addressed through investigation of service delivery in the A6 towns.

E-government:

E-government cuts across all service areas and aims to ensure that efficiency savings are made as a result of investment in technology, maximising access channels and choice and transferability of front-line staff. Delivery of the priority outcomes within the IEG4 statement is core to the work of Customer and Information Services. Process Re-engineering requirements for Phase 2 of the CRM Project will contribute to the organisational objective of re-engineering processes from a customer perspective.

Social Inclusion:

The work of the unit aims to address issues of equality and social inclusion and comply with corporate policies and procedures regarding equality of opportunity and all legislative requirements.

2. KEY ACHIEVEMENTS

1. Implementation of a corporate Response Centre dealing with Income and Debt, Housing and Development Services.
2. Expansion of customer service delivery in A6 towns through sessions at Desborough, and Burton Latimer Libraries. Working in partnership with the County Council to achieve Broadband connectivity in the libraries to further enhance the services offered.
3. Expansion of partnership working within the Customer Service Centre through work with The Pensions Service. Also expansion of work with existing partners such as the Debt Counselling Service offered through the Citizen's Advice Bureau and an increase in Northants County Council services offered including on-line reporting of county council functions.
4. Embedding of customer service culture through monitoring of corporate customer service standards.
5. Monitoring of customer liaison role to ensure that customer feedback received leads to service improvements.
6. 98% of planned infrastructure completed with network services now 99% reliable with 99% security.
7. Implementation of IT systems for:
 - Development Services,
 - Housing and Environmental Care,
 - FMS,
 - Document Imaging Processing,
 - CRM
 - Planning and Building Control
 - Content Management System for Council website
8. Full engagement with the E-government agenda including work on countywide coNNect Web Portal 75% of services now e-enabled.
9. Chartermark re- awarded against rigorous new criteria for provision of high standards of customer services
10. Training for all staff in respect of the Freedom of Information Act and Introduction of Procedures in relation to records management and dealing with FOI Requests.
11. Handled high volume of customer footfall. Figures up to December 2005:
 - Customer Service Centre Enquiries : 22,644
 - Desborough & Burton Latimer Library Enquiries: 347
 - Planning enquiries : 6,573
 - Appointments made: 282

3. STANDARDS OF SERVICE

A. Corporate Customer Service Standards

- All our staff will be polite and helpful
- We will answer telephone calls within 15 seconds or 5 rings and answer calls professionally and courteously
- All our correspondence will be acknowledged within 3 working days and full responses provided within 12 working days. We will use plain English so that they are easy to understand
- We will return telephone messages within 1 working day
- We will acknowledge e-mails the same day providing a full response within 2 working days
- All staff will carry identification with a photograph and wear a name badge

B. The Customer Service Charter is central to the operations of the Customer Service Centre. The Charter promises we will:

Always make an appointment when requested,
See 75% of customers within 15 minutes and offer an appointment if over 15 mins,
Deal with 90% of enquiries without further reference,
Give a polite, friendly and effective response,
Monitor complaints, compliments and comments and incorporate into service improvements.

C. Customer Services and Information work to a 7-point plan for measuring standards of service using a balanced scorecard system:

BALANCED SCORECARD		
MEASURE	RATIONALE FOR MEASURE	TARGET
Customer Satisfaction	Measured against standards set to ensure customers are happy with the service they receive.	80%
People Satisfaction	Measured against a range of factors contributing to staff ability to perform well in their role.	70%
Telephone Answering	Measured against targets set in Charter and corporate standard -calls to be answered within 15 seconds.	100%
Health Check	Measurement of staff sickness levels.	0.5 days per Full Time Employee.
Developing People	Measurement of time spent on development activities monitored to ensure staff have the knowledge and skills to provide a level of service consistent with service standards.	>5% time on personal development.
Queue Management	Measured to ensure that technology is utilised to provide the most efficient access to services.	80% seen within 15 minutes

4. WHAT OUR CUSTOMERS SAY

A. CURRENT FEEDBACK:

- Customer satisfaction surveys handed to 5% of customers in the Customer Service Centre and asking for feedback with regard to waiting time, quality of service, timeliness of follow-up, and service expectations:

CUSTOMER SATISFACTION LEVEL – 2004 to Jan 05

83%

- Comments, compliments and suggestions received through the Customer Liaison Service in respect of Customer Services and Information:

04/05	Compliments	Complaints	Members Complaints	MPs Complaints
Ist Quarter	11	2	0	1
2 nd Quarter	16	4	0	0
3 rd Quarter	16	4	0	0
Total to Dec 04	44	10	0	1

- Complaints against Customer and Information Services found to be justified can be broken down as follows:

REASONS FOR COMPLAINT	NUMBER OF COMPLAINTS
Person not treated fairly/discriminated against	0
Unreasonable delay	0
Lack of consultation	0
Inaccurate information or advice	1
Behaviour/attitude of staff	1
Failure to meet standards	2
Total to Dec 03	4

- Internal IT Customer Survey:

PERCENTAGE OF STAFF WHO FELT THE SERVICE FROM IT HAD IMPROVED OVER THE LAST 12 MONTHS

85%

B. BVPI GENERAL SURVEY

The BVPI general survey was conducted in September 2003 to 2004. Of the 3200 residents surveyed, 1494 responded to the questionnaire, resulting in a **46.7%** response rate (1285 responded in the previous survey in year 2000 resulting in a 39% response rate. 3300 residents were surveyed then). The 2003 survey achieved the government's required sample of 1100.

It may be inappropriate to compare the 2003/04 results with those of 2000. It is important to look at the results and understand it within some context, in particular in comparison with the fallen local and national trends. The table below summarises the 2003 BVPI results for overall satisfaction and complaints handling. It also shows the results of the last (2000) survey in brackets where available. The decline in overall satisfaction and satisfaction in complaints handling is in line with the national trend where results fell by an average of 10% across the country. However, satisfaction of complaints handling (36%) was above the national average of 34%, showing similar feedback from the People's Panel survey of Autumn 2004.

BVPI	Service	Indicator	% Very/fairly Satisfied	% (Neither satisfied or dissatisfied)	% Very/fairly dissatisfied	Weighted Sample Base
BVPI-3 (Q12)	Corporate Health	Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things?	48.1% (57.0%)	36.0% (29.2%)	15.9% (13.8%)	1454
BVPI-4 (Q18)	Complaints	How satisfied or dissatisfied are you with the way in which your complaint(s) was (were) handled?	27.8% (36.0%)	11.8% (8.3%)	60.4% (55.7 %)	244

C. KETTERING PEOPLE'S PANEL RESEARCH

The recent *People's Panel* autumn 2004 survey asked respondents about the methods used for contacting Kettering Borough Council and their satisfaction of the contact. Key findings were as follows:

- 65% contact the council by phone
- 33% visit the council offices
- 7% contact the council via the Internet/email
- 80% of people are satisfied with the ease of communication irrespective of the method used.
- 70% are satisfied with the helpfulness of staff.
- 89% are satisfied with website or email communications with the council

Customer feedback is fed into service improvement through:

- Procedures set up as part of the Customer Liaison service,
- Team meetings and away days,
- Regular communication with other services,
- Work with other services on IT project teams.

D. FUTURE FEEDBACK

- Use of the People's Panel survey to collect feedback regarding future delivery of customer surveys,
- Consultation on any specific changes to service delivery that may affect customers e.g. methods of making council payments,
- Continuous measurement against BVPIs, LPIs and balanced scorecard,
- Development of local LPIs regarding performance of IT Help Desk and performance utilisation.

5. HOW WE PERFORM

a) Local Performance Indicators and Targets – the balanced scorecard:

Indicator	Performance 04/05 to Jan 05	Above target to date	Target 06/07
Customer satisfaction (Customer Service Centre)	83%	✓	80%
Customer satisfaction (Desborough and Burton Latimer Libraries)	95%	✓	85%
People Satisfaction	81%	✓	83%
Telephone Answering	62%	X	100%
Sickness Absence	6.5%	X	Less than 0.5 days per full time member of staff
Developing People	14%	✓	More than 7 %
Queue Management	91%	✓	85% seen within 15 minutes
Financial Performance		✓	+/- 3% budget

b) Other Qualitative Performance Information:

- Chartermark re-awarded for 2004/05 against rigorous new standards.
- Community Legal Services Quality Mark achieved.

Ref No.	Description	2002/03	Year To Date 04/05	Target 05/06	Year End Estimate 04/05	Target 06/07	Target 07/08
BV 4(internal)	Satisfaction with complaints handling	84%					
BV 157	Types of interaction delivered electronically	63%	75%	100%	81%	100%	100%

6. HOW OUR PERFORMANCE COMPARES

- The Customer Services and Information Unit have recently joined the National One Stop Shop Benchmarking Group. Comparison of services such as cost per transaction and service standards will be sought over the next year. Direct comparison is difficult to achieve because of the depth of service offered at Kettering Borough Council.
- Following the recognition of the Customer Service Centre as a 'best practice' service other authorities continue to visit in order to learn from our experience. Visitors for 2004/05 have included: Stratford Upon Avon, Wellingborough, West Devon and Hinckley and Bosworth.
- Visits to other councils to learn about their approaches to customer service delivery and use of IT as a means of service enhancement have demonstrated that:
 - The KBC Customer Service Centre offers a range and standard of services considerably above that of many other borough councils and
 - That considerable progress has been achieved in terms of development of our IT infrastructure and project plans for systems implementation.
 - Visits for 2004/05:

	CRM	CONTACT CENTRE	DIPS	Housing	Planning
COVENTRY					✓
WELLINGBOROUGH	✓	✓			✓
BOLTON	✓			✓	
CARDIFF		✓			
HAVINGING	✓				
NOTTINGHAM CITY	✓	✓			
EAST RIDING			✓		

The visits have enabled the Customer and Information Services Team to:

- Identify potential for further expansion of CRM solution for KBC,
- Identify the key factors for consideration in designing and managing a Response Centre solution for KBC,
- Observe an extended DIPS system in operation and make recommendations for successful implementation within KBC.

7. OUR PLAN FOR PROGRESSING PERFORMANCE IMPROVEMENT

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-01	E-government Strategy	E-Enabled Services	On-line payments and associated applications for services, including on-line consultation and Re-development of the council's Intranet.			Sept 05	MG	5A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	BV 157 – Types of interactions delivered electronically Number of web-site/portal visits Take up of on-line services Number of Intranet visits/staff satisfaction		Medium	Medium	Medium	Monitor Project Plan milestones.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-02	Performance Plan Community Plan	Service Transformation	Implement Rothwell Response Centre in conjunction with relevant Partners to include Police and Fire Service.			June 05	IS	4A, 5A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Footfall Customer satisfaction levels		Medium	High	High	Consult with customers, identify Project Scope and develop, implement and monitor Project Plan.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-03	Executive	Cost effectiveness of provision of cash handling service	Implement agreed policy for closure of cashing service and introduction of alternative methods of payment.			Mar 06	IS	5A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Increased Customer Choice Reduced cost per transaction		Medium	High	High	Undertake review of cost effectiveness of current arrangements and take appropriate action		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-04	Next Steps IEG	Improved Service Levels for call handling	Implement Phase 2 of CRM to include Environmental Health and Environmental Care Services.			Mar 06	IS	5A 6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Increased Service Levels Increased Customer Satisfaction		Medium	High	High	Identify services and map processes for inclusion in Phase 2. Draft Project Plan.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-05	ICT Strategy	Provide support for increased use of electronic communication	Expand existing capacity of MS Outlook			Sept 05	NH	5A 6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Low	Improved speed of communication		Low	Low	Low	Commence Implementation		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-06	ICT Strategy	Skills set of current Team unable to support business need	Examine options including re-structure of IT Team			Sept 05	NH	6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Improved Service Levels Efficiency Savings		Medium	High	Medium	Agree re-structure, evaluate posts and commence consultation.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-07	Next Steps	Service Improvement	Expand CRM Project to include Environmental Health Services			Nov 05	MG	6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Customer satisfaction Number of instances of proactive service delivery		Medium	High	High	Monitor Project Plan milestones.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-08	E-Government Strategy	E-Government Priority Outcomes	Monitor and implement in line with IEG 4 statement			Mar 06	MG	5A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	BV157 – e-enabled services Customer use of E-enabled services Implementation of Priority Outcomes Increased Performance Levels		Medium	High	High	Monitor milestones in related Project Plans, establish objectives in line with priority outcomes and IEG 4.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-09	ICT Strategy	Continued Infrastructure and Network upgrade including Crematorium network.	To continue to support back office systems and allow for future expansion as technology advances.			Mar 06	NH	6B
CUSTOMER FOCUS			RISK ASSESSMENT					
<i>Impact</i>	<i>Measurable customer outcomes</i>		<i>Risk of failure</i>	<i>Consequence of failure</i>	<i>Risk Priority</i>	<i>Recommended action</i>		
Medium	Continuity of service		Medium	High	High	Monitor Project Plan milestones.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-10	ICT Strategy	Internal Customer Support	Implement Helpdesk			Sept 05	NH	6B
CUSTOMER FOCUS			RISK ASSESSMENT					
<i>Impact</i>	<i>Measurable customer outcomes</i>		<i>Risk of failure</i>	<i>Consequence of failure</i>	<i>Risk Priority</i>	<i>Recommended action</i>		
Low	Continuity of service Internal customer satisfaction levels Increased efficiency and effectiveness		Low	Low	Low	Develop related performance standards.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-11	ICT Strategy	Service Improvement	Implement Web Based GIS.			Sept 06	MG/NH	6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Increased access to Geographical Information Improved Service Levels for Development Services Increased customer satisfaction		Low	Medium	Medium	Agree Project Plan and timescales for pilot implementation.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-12	CPA Audit	Improved communications	Develop new Communications Strategy.			Sept 05	IS	6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Customer satisfaction levels Staff satisfaction levels		Low	Low	Low	Evaluate current strategy and scope improvement project.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-13	Freedom of Information Act 2000	Meet legislative requirements	Implement robust procedure for dealing with requests			Sept 05	MG	4A 6B
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
High	Increased access to information Meeting Target response times		Low	High	Medium	Embed existing procedures and on-going monitoring and review.		

REF:	SOURCE OF ISSUE	PERFORMANCE ISSUE	ACTION			WHEN	WHO	CORPORATE PRIORITY
CI-14	CRE Standards Action Plan	Achieving next level on Race Equality Scheme	Implement Race Equality Action Plan			Sept 05	IS/LB	5A
CUSTOMER FOCUS			RISK ASSESSMENT					
Impact	Measurable customer outcomes		Risk of failure	Consequence of failure	Risk Priority	Recommended action		
Medium	Take-up of services from B&EM Groups Customer satisfaction levels		Low	Low	Low	Ongoing monitoring of Race Equality Action Plan.		

8. RESOURCE ASSESSMENT

A financial summary for 2005/06 for the service unit has been provided below.

	Budget 05/06
	£000
EXPENDITURE	
Employees	1,170,200
Premises	2,700
Transport	4,000
Supplies & Services	172,000
Third Party Payments	0
Transfer Payments	0
Support Services	330,100
Capital Charges	589,200
GROSS EXPENDITURE	2,268,200
INCOME	
Grants, Fees & Charges	0
Recharges	2,037,100
GROSS INCOME	2,037,100
NET EXPENDITURE	231,100

Delivering economic, efficient and effect services

Kettering Borough Council is committed to increasing the economy, efficiency and effectiveness of the services it provides in order to continually improve value for money in service provision.

It is the Council's aim to exceed the 2.5% efficiency target set by the Government. The Customer & Information Services Unit will continue to identify and deliver efficiency savings during 2005/06 and beyond. A number of actions set out in this Service Plan aim to deliver more economic, efficient and effective service delivery.

In order to comply with the requirements of the new national efficiency framework, the Council will set out more specific information relating to the delivery of efficiency savings in its Annual Efficiency Statement. This will be published in April 2005 in line with national timetable.

Additional resources information

The Customer Services and IT Service has the following resources available to it:

- The customer service centre, Cashiers area, Response Centre and general offices at the Municipal Offices, Bowling Green Road in Kettering, District Offices in Rothwell, Desborough and Burton Latimer.
- The use of Desborough and Burton Latimer Libraries for advice sessions in partnership with Northamptonshire County Council.
- 42 full time equivalent members of staff.

Capital Programme

For investing in the provision of a robust IT Infrastructure to support back office systems and allow for future expansion as technology advances.

Planned IT Capital Projects 2005/2006

- Response Centre Expansion
- CRM
- Web-based GIS
- Infrastructure
- Councillor Laptop Replacement
- Telephony Upgrade
- Crematorium Network upgrade
- Rothwell Response Centre

9. CONTACT INFORMATION

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