



NORTHAMPTON BOROUGH COUNCIL

Scrutiny Panel 3 - Customer Services

Core Questions – Enterprise Managed Services

Many of the questions below are not applicable as the contract dictates the approach that will be taken.

In respect of company wide customer services, again most contracts are not impacted by this as they follow the contract. I will demonstrate my meaning by answering many of the questions below.

- 1 Please supply details how you evaluate whether customer services is providing value for money around:
 - I. The quality of the Service and Service delivery
 - II. Customer Satisfaction across the whole organisation
 - III. Cost and efficiency
 - IV. Staff satisfaction of the process

In respect of customer services for the Environmental Services contract between Northampton Borough Council, Daventry District Council and Enterprise, customer services was one of the topics for discussion during Competitive Dialogue. This is the procurement method used to outsource the environmental services and involved detailed discussions around each bidders proposed service solution.

All topics discussed in Competitive Dialogue were used by the bidders to develop their tender bid. This was then evaluated against a number of criteria. The criteria were made up of three parts. The first was a pass or fail test of affordability. The affordability figure was the true cost of the services being tendered for minus 10% (those years' savings targets). Each bid had to be below this figure. Once through this stage the next was an assessment of the service quality proposed by the bidding company. This was weighted as worth 75% of the total marks. It would be in this section that customer services would be evaluated. The third part of the evaluation would be an

assessment of the financial data that supports the bid. This was weighted as worth 25% of the total marks.

The best score was then designated as Preferred Bidder. The evaluation process involved a comparison of the bid against the specification and points awarded accordingly against a scoring matrix.

The process of outsourcing the service and using Competitive dialogue ensured that there was value for money and that the winning bid would provide the best quality services including customer service.

The contract is based on outcomes, for example the contract is about how an area looks and how satisfied the customer is rather than how many times the grass is cut. The performance indicators form part of the contract and Enterprise is monitored against them. Customer Satisfaction plays a large part in monitoring the quality and performance of the contract.

The measurement of customer satisfaction is a crucial element of the contract and ensuring the outcomes are achieved.

Enterprise is made up of approximately 17,000 staff and it grows from acquisition and winning contracts to deliver services, therefore there are many staff who transferred from other companies and the public sector. This means that there are many different cultures within Enterprise, however there are a strong set of driving principles that we all subscribe to. The satisfaction of staff is equally important to the company as this will be reflected in our performance. Periodic regular surveys are undertaken and action plans established to improve satisfaction of staff.

2 Please explain how you use current technology and social networking to drive services forward?

An example of the use of technology is the newly installed and award winning in-cab devices which allow us to monitor in real time the progress of the waste crews. The customer services team at the Council will be able to view the information and answer customer's queries about their collection directly. An example could be the issue of people getting used to their bins being collected at a certain time. We state that times may vary and we have the whole day to collect. Invariably people phone up to report a missed bin. The in-cab device allows the contact centre to see where the crew is and tell the customer whether the bin is missed or not.

3 How do you encourage customers to access the Internet to make contact with the Council?

This is not applicable as the website belongs to the council however we will in the future be responsible for the content that relates to environmental services.

- 4 Please explain the advice and services that you provide to customers who are unable to access the Internet

N/A

- 5 In particular, in relation to those customers who have the most need for services, please explain how the services that the organisation offers are advertised

Through the Councils' customer contact channels

- 6 Do you feel that the One Stop Shop at the Council makes best use of the space available, and how would you rate comfort and accessibility?

N/A

- 6(a) What do you feel are the best features of the One Stop Shop and why?

N/A

- 6(b) Please provide suggestions of where you feel improvements could be made?

N/A

- 7 Do you feel that customers are comfortable entering the One Stop Shop, if not, please provide examples of why you feel this is the case

N/A

- 8 Please supply details of how the customer can access the customer services facilities

N/A

- 9 Is the organisation successfully identifying the levels of the service that the customer requires? If not please explain why.

N/A

- 10 Please advise which is the most frequently used method of contacting customer services

The telephone

- 11 How does the organisation prioritise emergency situations?

Enterprise has a very comprehensive Business Continuity, Risk and Emergency approach. This is also established within the contract.

11 Please supply details of a 'Lessons Learnt Process' that is in place following contact with difficult customers?

We use the 'learning log' process very similar to that used by the Council.

13 Please supply details of how you analyse complaints received and how complaints are dealt with?

We deal with complains along side the council and mirror their policy. Complaint numbers and trends are monitored at the senior management team meetings so that servives can be improved as a result

14 Please explain the process for customer contact with the organisation during out of hours?

Enterpsire has a contact Centres based at Matchworks in Liverpool where the customer recieveing services on a Saturday are able to contact the company

15 Please provide your views on the benefits of a shared customer services facility

N/A

16 Please supply details of both allocated and unallocated reserves for customer services for your area?

N/A

17 Any other comments