

REQUEST FOR CHANGE

Date Raised: 07/09/2016

Change No: CC21

Priority: high

Price: £3,329.16 per month

Change requested by Sue Kiernan

Ref NO CCN-CC-21

Date Implementation required: immediately

Description & Reasons for proposed change - *specify what changes are required*
Sopra Steria provide the reception service for Welwyn Hatfield Borough Council as part of the Customer Services service in line with the Partnership Agreement. This service is based on a "meet and greet" approach.

The purpose of this CCN is for Sopra Steria to extend the current reception service to include the Welwyn Hatfield Community Housing Trust reception service. This service will adopt the "meet and greet" approach that is currently used by the Council. The Trust's main two service areas (Housing Needs and Housing Management) will use a 'Duty Officer' structure which will involve Support Officers responding to customers that visit the office and queries raised by Sopra Steria colleagues.

The Qmatic system will be configured to include the Housing Trust queues and services within the existing council set-up. The Sopra Steria reception staff will be required to take basic details from the customer and to transfer those tickets to the appropriate Housing Trust queue where they will be picked up by a Duty Officer within each team.

The council reception desk has capacity for 3 Receptionists, which includes space for all of the IT equipment required. Cabinets and other storage can be moved from the Housing Trust reception to the council reception to store the additional office stationary (forms etc) needed. All IT and telephony equipment will be transferred over from the existing Housing Trust reception desk.

The Housing Trust Service has been scoped on the below statistics:

Month	Total # of customers per month	Average per day
April	1,027	49
May	1,039	48

Further details of the background and requirements of the service can be found in the supporting "ReceptionMergerProposalV2" doc.



ReceptionMergerPr
posalV2.pdf

Impact of the proposed change - include details of change, details of impact on processes and training, attach relevant documents that need to be changed, any integration issues.

The service will be measured in line with the current SLA relating to the reception service – CC11 % of visitors greeted at reception by CSA within 3 minutes, target $\geq 97.5\%$.

This service will be subject to a three month probationary period which will allow the service to be reviewed to confirm customer volumes. Sopra Steria reserves the right to review the charge should the customer volumes increase to a level where more than 1 FTE would be required to provide the service.

The current contractual requirement of two Customer Service Advisors being in reception at all times will remain.

Following the three month probationary period: -

Sopra Steria reserves the right to review the charging mechanism if there is an increase to the number of Housing Trust visitors of greater than 20%. This shall be based on statistical evidence gathered over a three month period.

The Council reserves the right to review the charging mechanism if there is a decrease to the number of Housing Trust visitors of greater than 20%. This shall be based on statistical evidence gathered over a three month period. It is understood by both parties that if the decrease results in a reduction in staff any redundancy costs will be included in the review.

For the avoidance of doubt TUPE will not apply to this change request as the Housing Trust reception is currently manned by Housing Management Support Officer's as an extension to their day-to-day duties, which include general administration and answering telephone calls on behalf of the Housing Management Team. The Housing Trust has confirmed that these existing staff will remain with the Trust and continue with their primary roles as Housing Management Support Officers.

After the three month probation period, the service is to be reviewed annually by both parties to ensure it is fit for purpose.

2016 Charge

£3,329.16 per month

The charge will be uplifted annually on 1st January in line with the annual RPIX index for November of the preceding year and provisions of price adjustment provided in current Partnership Agreement

This Change constitutes an addition to the Contract relating to the Partnership Agreement (as amended by the Parties from time to time) between the Sopra Steria and Welwyn Hatfield Borough Council dated 1st January 2009.

Business Benefit -define the business benefits; service improvement, business needs etc

The Council will benefit from a single point of contact for all customers, minimising confusion and avoiding operational inefficiencies caused by duplication of work.

Council Response Approved /Rejected Signature	Partners Response Approved /Rejected Signature	Date passed for change
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