Cyngor **Abertawe**
Swansea Council

Report of the Chair

**Transformation & Future Council Policy Development and Delivery
Committee - 24 April 2018**

Extract of the Minutes of the Corporate Services Cabinet Advisory Committee held on 30 November 2016

Purpose:	To provide a copy of the findings from the previous site visit to the Contact Centre in order to establish whether the issues raised at the previous visit have been addressed / resolved.
For Information	

36   **CUSTOMER CONTACT ASPECT - FEEDBACK FROM SITE VISIT TO CONTACT CENTRE. (VERBAL)**

The Committee provided feedback from the visit to the Contact Centre, Civic Centre. The Chair commented that it had been a very worthwhile visit and those Members who attended had been able to observe the working practices and working environment of the Contact Centre staff. A representative from DVLA also attended the visit.

The Committee highlighted the following: -

- The team were operating with a skeleton staff in very cramped working conditions;
- The need to provide an improved rest area for staff;
- The need to provide regular job rotation for staff and introduce more partnership working;
- The effect on morale of losing a third of the staff last year;
- Staff training and development should be ongoing owing to the nature of the work and very little career progression was available;
- Introducing staff incentives / rewards;
- The possibility of a two-way mirror being installed to observe if users are using the equipment properly;
- The service provides additional iPad's to assist the 'lost generation' of ICT users;

- No neighbourhood visiting officers being employed by Finance having a knock-on effect on the Contact Centre / public due to the size and complexity of forms;
- The Council introducing easier forms for the public to understand.

RESOLVED that: -

1) The content of the report be noted;
2) The Chair writes to the Customer Service Manager thanking her for the service provided and the information provided during the visit;
3) A further visit / report be provided in 6 months time.