

**MEETING**

**POLICY AND RESOURCES COMMITTEE**

**DATE AND TIME**

**TUESDAY 19TH JULY, 2022**

**AT 7.00 PM**

**VENUE**

**HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ**

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
5	Public Questions and Comments (if any)	3 - 4

Faith Mwende [faith.mwende@barnet.gov.uk](mailto:faith.mwende@barnet.gov.uk)

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Item	Resident name	Question	Answers
8	Mr Dix	<p>I welcome the proposed return of the Re contract but am disappointed that Customer Services remains with Capita. Trying to get through to the council via the switchboard remains labyrinthine. Just today a colleague had three failed attempts to try and report a serious incident to Environmental Health. Call routing still isn't working and even if Re services are brought back in house, if you can't get through the switchboard, then that remains a problem. Can I have an assurance that if Customer Services are left with Capita there is a detailed review to improve the automated switchboard system.</p>	<p>We understand how frustrating it is for those residents who cannot get through to who they need to via the switchboard. In our manifesto we pledged to prioritise getting the Council's reporting websites and phonelines working better, and so I am pleased to report that work is underway to move to a new contact centre system, which will go live in the autumn.</p> <p>As part of this, we are reviewing and redesigning the resident journey across the phone menu and automated switchboard, to make it easier for residents to be routed to the right teams to help support their query.</p> <p>We have also made a considerable number of changes to the current contact centre system over the last six months. We have eliminated unnecessary messaging and reduced the number of options for residents to hear. This has made a significant improvement to the resident experience with 90% fewer complaints regarding the current system. The average amount of time residents wait to speak to someone has reduced by more than 50%.</p> <p>The vast majority of residents who call the council do get through to the service they need – the switchboard system typically routes approximately 300 calls per day and over 1,000 residents a day speak to one of our contact centre advisors. However, we know that, for the relatively small number of people that do experience problems contacting the council, it can be very frustrating. Residents should be assured that we are committed to continuously improving their experience of contacting the council and we always</p>

			welcome specific feedback, when things have not worked as they should.
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