

## **MATTERS REFERRED TO URGENCY COMMITTEE FOR CONSIDERATION**

74/05 - **CORPORATE CUSTOMER SERVICES UNIT AND CUSTOMER RELATIONSHIP MANAGEMENT TECHNOLOGY:** The Corporate Policy and Improvement Officer submitted a written report regarding the above. A revised recommendation 2.3 was tabled at the meeting together with a letter from the Office for the Deputy Prime Minister (ODPM) regarding an announcement from government for the need for the authority to complete a fifth IEG statement setting out the progress made on e-government targets and to be returned by 19 December 2005. The report focused upon the practical implementation of the Customer Service project, the setting up of the Corporate Customer Service Unit and the acquisition of supporting technology as part of the delivery of the Council's Access to Services Strategy. In relation to the proposed structure, concerns were raised over the need for an additional two and a half members of staff.

### **RECOMMENDED (UNANIMOUSLY):**

That (1) a decision on the role, responsibilities and organisational structure for the Corporate Customer Service Unit be deferred for one month for a report to be prepared to the Leader on whether the unit and project could be implemented by staffing only from within existing staff resources, the power to make a final decision on these issues be delegated back to the Leader;

(2) the outline job roles for posts in the Corporate Customer Services Unit and arrangements to fill the posts be deferred in line with recommendation (1) above;

(3) the Director of Development Services implement the changes to accommodation at Crescent Gardens and Knapping Mount as set out in Section C of the report and that they be funded from the capital reserve;

(4) the additional maintenance costs of the proposal as shown in paragraph 6.9 to the report be approved;

(5) Northgate Information Solutions be confirmed as the preferred supplier for CRM and workflow technology and that an order be submitted in line with the invitation to tender under the G-CAT process and a formal contract be entered into with Northgate Information Solutions;

(6) the Head of ITD be given authority to purchase the necessary hardware, database licences, telephony and peripheral equipment in accordance with the quotation procedures within the Council's Standing Orders relating to contracts;

(7) the target go-live date of 18 May 2006 be agreed with Northgate Information Solutions as part of the detailed project plan; and

(8) the efficiencies achieved during the procurement process as a result of the Partnership work with Craven District Council be noted.

(5.31 pm – 5.37 pm)