

MATTERS DEALT WITH UNDER DELEGATED POWERS

7/05 - CORPORATE CUSTOMER SERVICES UNIT – CUSTOMER

RELATIONSHIP MANAGEMENT TECHNOLOGY: The Executive Director, Corporate Policy and Improvement, referred to the report considered by Cabinet at its meeting on Wednesday 19 October 2005, together with the recommendations made at that meeting, effectively deferring the decisions on the role, responsibilities and organisational structure for the Corporate Customer Services Unit. Members queried the wording of recommendation 1, and it was concluded that this did accurately reflect the intention of Cabinet. The Chair invited Members' questions in relation to the Cabinet report. Members queried the importance of "streetscene" in the future phases of the project, and the proportion of staff at higher and lower grades as a result of the establishment of the Customer Services Unit. The recommendations made by Cabinet as presented to the Urgency Committee were then moved and seconded. Members also queried Section 3(c) of the report, which set out proposals which could potentially lead to two customer service units in Harrogate. Members queried the rationale behind these proposals. It was noted that North Yorkshire County Council had invited Harrogate Borough Council to express an interest in the redevelopment of the library and this could prove to be an appropriate venue for a customer services desk and, whilst it was intended to redevelop part of Crescent Gardens into a contact centre, Officers would not at this stage wish to rule out plans for future work within the library development. It was noted that proposals in any event would come back to Members for consideration. It was agreed that if such proposals could be easily funded, then the authority would prefer to pursue them. This proposal would need to be considered by Council if there was no budget from which to fund this work. On a vote being taken, it was:-

RESOLVED (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 for 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 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.

(6.03 pm – 6.15 pm)

(D)