

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 12

meeting date: 25 JANUARY 2011
title: ASSISTED BIN COLLECTION PROJECT
submitted by: DIRECTOR OF RESOURCES
principal author: MARK EDMONDSON

1 PURPOSE

1.1 To inform Committee of the Contact Centre Assisted Bin Collection Project.

1.2 Relevance to the Council's Ambitions and Priorities:

This project hopes to increase take up of various service by targeting residents who would otherwise be difficult to identify. It will help to make services more accessible and will also contribute to our underlying aim to be a well managed Council.

2 BACKGROUND

2.1 The Shared Contact Centre partnership with Lancashire County Council as the lead Local Authority, secured funding for this project from the Communities and Local Government Customer led Transformation Programme.

2.2 The aim of this programme is to identify where a range of agencies can work together to make the way services are provided more efficient and to deliver savings and benefits to customers in the future.

2.3 Lancashire County Council, Burnley Borough Council, Pendle Borough Council and ourselves agreed to take part.

2.4 The goal of the project is to offer a range of additional services based on need to a potential vulnerable customer group who qualify for an assisted collection service.

2.5 The range of services were identified after consultation with a sample group from customers who qualify for an assisted collection.

3 PROGRESS OF THE PROJECT

3.1 Ribble Valley Borough Council has 1,147 people on the Assisted Refuse Collection Service.

3.2 Lancashire County Council obtained customer telephone numbers through a process known as teleappending and 597 have been matched.

3.3 The services being offered to customers are:

- i) Home fire safety checks
- ii) Help Direct
- iii) Welfare Rights Benefits Reviews
- iv) Warmer Homes Grants
- v) Blue Badges
- vi) Prescription delivery services

- 3.4 During January and February Contact Centre staff will be telephoning all those residents on the list where contact details have been identified. We will also attempt to contact the other residents on the list if contact details are available and timescales allow.
- 3.5 Early indications show that this project has been very well received with over 80% of those contacted requesting at least one service, and no negative comments.
- 3.6 The process has been built into the Northgate CRM system which each of the Local Authorities share which allows the automation of the service requests across the various agencies.

4 RISK ASSESSMENT

4.1 *Resources*

This project is being dealt with by current contact centre staff in addition to their normal duties where time allows. Each district is to receive £20,000 from the project to cover their costs.

Technical, environmental and legal

None

Equality and diversity

The aims of the project are to target hard to reach groups to ensure that they are accessing services that will help to improve the quality of their lives.

Political

None

Reputation

As indicated previously, early indications show that the project is very well received. Assurances have been provided that service requests will be dealt with in the timescales agreed.

5 CONCLUSION

- 5.1 Our involvement in this project will provide a number of positive outcomes for residents on the Assisted Collection Scheme.

6 RECOMMENDED THAT COMMITTEE

- 6.1 Note the progress made by the Contact Centre.

REVENUES AND BENEFITS MANAGER

PF4-11/ME/AC
13 January 2011