

Progress Update Report – Halton Direct Link

Period: Q2 - 1st April to 30th September 2010

1.0 Introduction

The purpose of this report is to provide information concerning those objectives / milestones identified within the Adults and Community Directorate Plan that relate to the Council's Halton Direct Link facility.

2.0 Key Developments / Emerging Issues

- As the Government is encouraging statutory organisations to work in partnership and share services, officers from the Council have met with Cheshire Constabulary to explore the feasibility of sharing and providing some services jointly to the public. Work is underway to consider some services provided by Cheshire Constabulary at Widnes Direct Link. When more progress has been made a report will be provided which outlines the framework.
- The Council's Efficiency Review of Halton Direct Link and Revenue & Benefits is now almost completed. The outcome of this review will be made available to Elected Members in the near future.
- A review of the Council's Contact Centre will commence in the New Year and the outcome will be reported to Elected Members in 2011.
- The building work at Widnes Municipal Building will be completed in the New Year and all staff from Catalyst House will be re-located on the first floor.

3.0 Current Progress

Objective

Review the efficiency of Customer Services (Halton Direct Link) to ensure that it is providing a value for money service, which meets the needs of the people of Halton

Milestone

Develop an Implementation, Transition and Development Plan which outlines the activities required to implement the recommendations of the review of Halton Direct Link **May 2010** (AOF 33)

Progress Q 2



Supporting Commentary

Review currently underway but not yet been completed see below.

Milestone	Progress Q 2
Following the work stream efficiency assessment of Halton Direct Link, develop alternative options for delivery of the service (if any) April 2010	?
Supporting Commentary	
Work is continuing on the efficiency review. A pilot for an alternative method of service delivery for Revenues and Benefits was piloted for two and a half weeks from 21 st June. A review of this pilot is currently being undertaken and options for front line service delivery are being explored.	

Milestone	Progress Q 2
Following implementation, undertake an evaluation of the service to ensure that it is meeting the requirements of the people of Halton March 2011	?
Supporting Commentary	
Subject to the progress being made in the above milestone	

Performance Indicators




Ref	Description	09 -10 Actual	10 – 11 Target	Q2	Progress
NI 14	Avoidable Contact: The average number of customer contacts per received customer request	18.97 %	18 %	-	-

Supporting Commentary

This NI is no longer collected nationally because of the difficulties in ensuring data is collected in a comparable manner.




As a result information regarding this indicator will no longer be collated and a review of performance indicators will be undertaken which is relevant to the Efficiency Programme outcomes.

Symbols are used in the following manner:

Progress		<u>Objective</u>	<u>Performance Indicator</u>
Green		Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.	<i>Indicates that the annual target <u>is on course to be achieved</u>.</i>
Amber		Indicates that it is <u>uncertain or too early to say at this stage</u> , whether the milestone/objective will be achieved within the appropriate timeframe.	<i>Indicates that it is <u>uncertain or too early to say at this stage</u> whether the annual target is on course to be achieved.</i>
Red		Indicates that it is <u>highly likely or certain</u> that the objective will not be achieved within the appropriate timeframe.	<i>Indicates that the target <u>will not be achieved</u> unless there is an <u>intervention or remedial action</u> taken.</i>

Direction of Travel Indicator

Where possible performance measures will also identify a direction of travel using the following convention

Green		Indicates that performance is better as compared to the same period last year.
Amber		Indicates that performance is the same as compared to the same period last year.
Red		Indicates that performance is worse as compared to the same period last year.
N/A		Indicates that the measure cannot be compared to the same period last year.