

TAMWORTH BOROUGH COUNCIL

**BUSINESS CASE ASSESSMENT MANDATE TEMPLATE
2020/21
REVENUE & CAPITAL PROPOSALS**

PORTFOLIO SPONSOR : Cllr M Thurgood

REF	ASSESSMENT CRITERIA QUESTIONS (TO BE RETURNED IN ELECTRONIC FORMAT)
1	<p>WHAT</p> <p>Ongoing budget for the repairs call centre to include:</p> <p>Staff 1 x FTE Senior Customer Service Officer Grade E (£33291.00 including on costs) plus Essential Car Users allowance £1239.00 3 x FTE Customer Service Officer Grade D (£81930.27 including on costs) 1 x FTE Customer Service Officer Grade D Temporary for 2 years (£27310.09 including on costs)</p> <p>Total Staffing Costs £143,770.36</p> <p>Training HQN handling repairs for non-technical staff (£1000 for an onsite course)</p> <p>Uniform £1000 year 1 £600 year 2 onwards</p> <p>Equipment ICT equipment cost to be confirmed</p> <p>Software and associated costs M3 Housing Diagnostic Tool (£13,195 initial cost plus £4710 annual subscription)</p> <p>Out of hours service Approximately £7000 per annum – subject to confirmation</p> <p>Total amount requested £166,565.36 Current budget £117,000 Required Budget £49,565.36</p>
2	<p>WHY</p> <ul style="list-style-type: none"> • To deliver an in house call handling service for housing repairs as agreed by cabinet in December 2018 • To support and enhance the customer experience in relation to the delivery of the repairs service. • To monitor and manage customer satisfaction data to support service improvement
3	<p>BACKGROUND :</p> <p>The repairs service is currently out to tender for provision of the repairs from 1 April 2020 onwards. The call handling aspect of the service has in the past been delivered by the repairs contractor; however Cabinet resolved that the Call Centre be brought back in-house which in turn would give greater control of the end to end process of delivering repairs and enables the Council to drive service improvement. It is expected that the Call Centre will engage with customers throughout the repair process and will be used to capture post completion customer satisfaction data.</p>

4 **OBJECTIVES :**

a) What are the objectives :

- To provide high quality repairs call handling service
- To improve customer satisfaction for repairs call handling and overall service delivery
- To improve the effectiveness of the repairs call handling service

b) Identify measurable deliverables linked clearly to the contribution to the Corporate priorities :

This approach will improve the overall service for the handling of repairs calls and will add value in terms of capturing additional customer satisfaction data which will in turn drive service improvements, contributing to the following corporate priorities:

- To work collaboratively and flexibly to meet the needs of our communities
- To ensure our service delivery is consistent, clear and focussed

c) What is the Output / change in service / benefit to residents (the so what test) :

- Improved service levels for tenants
- Improved customer satisfaction

5 **BUSINESS CASE :**

Demonstrates that this will produce a net benefit to the Council's priorities :

Key areas arising from the proposal / good idea (+5 / -5):

Opportunities : (e.g. annual process efficiencies of £10k +3)	Risks : (e.g. changes dependent on negotiations with staff, unions etc. -4) (e.g. reliance on 1 system / individual -2)
To review and improve on current provision providing added value +3	Loss of key personnel – 2
Benefits / Income Generation : (e.g. Integrated system (no interface costs) +4) (e.g. Increased annual income of £25k, payback in 3 years +5)	Costs : -4
Increased customer satisfaction +3	Salary £143,770
Less complaints +3	Uniforms £1,000
Current budget of £117K +3	Equipment
	Software £13,195
	Out of Hours Service £7,000
Total: 12	-6

Evaluation Summary (impact of above criteria): 6 positive impact/net benefit

Is this the preferred option : Y

Comments :

The business case should clearly identify the implications of :

A) Do nothing :	Elected members have agreed that the repairs call handling will be conducted in house therefore this option cannot be considered
B) Do something :	This is the preferred option as it meets the requirements of the project and also elected members
C) Do something else:	Other options were considered within the main project and deselected

The recommended option is logically the one which generates the greatest benefit in line with the Corporate priorities.

Identify the project sponsor – ie group / individual able to sign-off the resources / risk assessment.

Director :

Date :