

SERVICE DESCRIPTION FORM

Department: Legal and Democratic Services	
Service: Customer Services	
Income: £000's	
Recharge to HRA	85
Total	85
Description:	
<p>The Customer Service Unit is an emerging service area delivering customer contact on behalf of other Council services, along with a supporting role for some of the administration tasks such as paper file management, mail handling etc. The service is a core component of the council's efficiency and modernisation programme called Designing Better Services (DBS).</p> <p>The current service provision position is as follows:</p> <p>Customer Contact</p> <p>The main service areas currently accessed by the public via Customer Services are:</p> <ul style="list-style-type: none">• Housing• Revenues• Waste• Bulky uplifts• Access Moray• Jobs hotline• Estates <p>There are three channels of communication managed by the contact teams being:</p> <ul style="list-style-type: none">• Telephone• Access points (face to face)• On-line transactions/e-mail <p>The current volumes average 2700 telephone calls per week, 1200 face to face enquiries per week and 500 e-mails per week.</p> <p>Mail Room and Operational Support Services</p> <p>A central mail room has been established to provide:</p> <ul style="list-style-type: none">• Receipt, sorting, scanning, electronic indexing and dispatch of mail• Processing of payments received via post• Production of electronic mail items for issue and enveloping where appropriate• Management of paper and paper files for services <p>The service operates from the Council HQ, the Annexe and local offices in Buckie, Forbes and Keith.</p>	
Outcomes / impacts:	

Customer Services aims to provide a cost effective service by staff who are efficient, knowledgeable and motivated.

This dovetails with National and Corporate priorities relative to ensuring that our services are high quality, continually improving, efficient and responsive to local needs.