

## WEST NORTHAMPTONSHIRE SHADOW AUTHORITY

### SHADOW EXECUTIVE MEETING

27<sup>th</sup> October 2020

<b>Report Title</b>	<b>West Northants Customer Services Opening Hours</b>
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#### 1. Purpose

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- 1.1 The purpose of this report is to recommend harmonised opening hours for Customer Services for West Northants from vesting day; 1<sup>st</sup> April 2020

#### 2. Recommendations

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It is recommended that the Shadow Executive approve West Northants Customer Services opening hours from vesting day to become 9am to 5pm

#### 3. Issues and Choices

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##### 3.1 Report Background

3.1.1 Each sovereign council in the West Northants area have their own customer services opening hours. In June the Programme Delivery Group approved in principle the harmonisation of hours for customer services opening hours for the North and West Northants subject to consultation with the public on preferred hours. The consultation took place from the 27<sup>th</sup> July to the 23<sup>rd</sup> August. The analysis of this alongside the telephony call volume data has informed the recommendation. See appendix A

##### 3.2 Issues and Choices

- 3.2.1 The consultation was limited to four options to manage expectations and enable the customer services opening hours to be harmonised with minimal impact on resources. Respondents had the options of :
- 8:30am to 4:30pm
  - 9am to 5pm
  - 9:30am to 5:30pm
  - I don't mind

## **4. Implications (including financial implications)**

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### **4.1 Policy**

- 4.1.1 This project clearly links to the design principles set out in the 'Prospectus for change' and also the key priorities specifically:
- Review customer pathways to identify duplications, avoidable delays and cost, and start joining up ways of working, shared information and processes across each of the two new Unitaries

### **4.2 Resources and Risk**

- 4.2.1 As part of the analysis we have conducted an impact assessment to understand the changes and impacts on current working hours. We will be engaging with the HR leads further and trade unions. There is the potential for minimal contract changes at Daventry or there are alternative options available.

### **4.3 Legal**

- 4.3.1 No implications

### **4.4 Equality and Health**

- 4.4.1 We will be engaging with HR leads and trade unions further to ensure there are no equality and health impacts. The harmonisation of customer services opening hours will provide customers with standardised opening hours to avoid confusion.

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