

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 21 (21/22)

<b>Chief Officer:</b>	Jim Carrington-West	<b>Service:</b>	Customer Solutions
<b>Activity</b>	Customer Solutions	<b>No. of Staff:</b>	18.3 FTE

<b>Activity Budget Change</b>	<b>Year: 2021/22 Growth / (Saving) £000</b>	<b>Later Years Comments (ongoing, one-off, etc.)</b>
Increased resource to support extended provision of Customer Solutions service	40,000	Ongoing

**Reasons for and explanation of proposed change in service**

In order to provide an extended Customer Solutions service to customers of the Council, a new working pattern is proposed that will see the availability of Customer Solutions from 7am to 7pm, Monday to Friday.

Current operating hours for the Customer Solutions team are 08:45 to 17:00 Monday to Thursday and 08:45 to 16:45 Friday. This does not necessarily align with when it is convenient for customers to contact the organisation relating to their needs. It is felt that an extended period of operation would provide more flexibility to customers and as such an enhanced service offering.

This proposal should be taken alongside the already underway Customer Redesign work which will deliver improved customer journeys and an even greater ability for enquiries to be dealt with at the first point of contact.

To enable this to happen it will require not only current working patterns be reviewed but additional resource to cover the longer operational period.

**Key Stakeholders Affected**

All customers of the Council

**SERVICE CHANGE IMPACT ASSESSMENT**

Likely impacts and implications of the change in service (include Risk Analysis)

It is hoped this change will have a positive impact on meeting customer demand.

Risk to Service Objectives (High / Medium / Low)

Low

2020/21 Budget	£'000	Performance Indicators		
Operational Cost	573	Code & Description	Actual	Target
Income	-	% of phone call answered within 20 seconds	76%	70%
Net Cost	573	% of phone calls abandoned by the caller	4.5%	5%

### Equality Impacts

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 22 (21/22)

Chief Officer:

Adrian Rowbotham

Service:

Partnerships

Activity

Partnerships

No. of Staff:

77 FTE

Activity Budget Change

Year:  
2022/23  
Growth /  
(Saving)  
£000

Later Years Comments (ongoing,  
one-off, etc.)

Review of partnerships

(100)

Ongoing from 2022/23

Reasons for and  
explanation of proposed  
change in service

Sevenoaks DC operates a range of services in partnership with other councils including the following:

- Building Control
- Environmental Health
- Internal Audit
- Licensing
- Revenues and Benefits

All of the partnerships have been operating for a number of years and they all delivered savings to SDC when they were originally set up.

As the requirement of the partners change over time it is important to review whether it is beneficial to remain in each partnership and also to ensure that the partners are contributing in line with the service they each receive.

Some partnerships have been reviewed in recent years and the intention is to review the other partnerships over the next year.

It is hoped that this exercise will deliver annual savings of £100,000 from 2022/23.

Key Stakeholders Affected

Partner authorities.  
Partnership staff

**SERVICE CHANGE IMPACT ASSESSMENT**

**Likely impacts and implications of the change in service (include Risk Analysis)**

Any changes should not have a detrimental impact on service as a purpose of this exercise is to ensure that SDC customers receive the same or better service going forward.

Changes to partnerships may result in the service being impacted during any changeover period but this will be minimised wherever possible.

**Risk to Service Objectives (High / Medium / Low)**

Medium

2020/21 Budget	£'000	Performance Indicators		
		Code & Description	Actual	Target
Operational Cost	2,770			
Income	(1,807)	N/a		
Net Cost	963			

**Equality Impacts**

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**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 23 (21/22)

<b>Chief Officer:</b>	Jim Carrington-West	<b>Service:</b>	IT Services
<b>Activity</b>	Online Forms	<b>No. of Staff:</b>	9.0

<b>Activity Budget Change</b>	<b>Year: 2021/22 Growth / (Saving) £000</b>	<b>Later Years Comments (ongoing, one-off, etc.)</b>
Reduction in the number of eForms packages in use	(11)	Ongoing

**Reasons for and explanation of proposed change in service**

Over time the authority has acquired different eforms packages due to links with different services and suppliers. Many of these were procured alongside service specific software packages based on the individual needs of service areas. However as eforms have become more co-ordinated and have had to conform to national standards in accessibility it has become easier to achieve these requirements with a more consistent approach. It is therefore proposed to rationalise the number of eforms packages in use. In moving towards a single platform officers are better placed to deploy and support eforms based on customer requirement. This will lead to a reduction in development times and ultimately allow officers to design their own eforms without any technical assistance.

**Key Stakeholders Affected**

Service areas providing online services

**Likely impacts and implications of the change in service (include Risk Analysis)**

No impact on services as eforms will be tested to ensure they are fit for purpose before deployment.

**Risk to Service Objectives (High / Medium / Low)**

Low

**SERVICE CHANGE IMPACT ASSESSMENT**

2020/21 Budget	£'000	Performance Indicators		
Operational Cost	1,143	Code & Description	Actual	Target
Income	(27)	N/a		
Net Cost	1,116			

**Equality Impacts**

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

**SERVICE CHANGE IMPACT ASSESSMENT**

SCIA 24 (21/22)

<b>Chief Officer:</b>	Adrian Rowbotham	<b>Service:</b>	Ec. Dev and Property
<b>Activity</b>	Property	<b>No. of Staff:</b>	5.81 FTE

<b>Activity Budget Change</b>	<b>Year: 2021/22 Growth / (Saving) £000</b>	<b>Later Years Comments (ongoing, one-off, etc.)</b>
New fees and charges	(2)	Ongoing

**Reasons for and explanation of proposed change in service**

Currently the team do not charge for services to external customers.  
Review potential charging areas and investigate the approach of other councils.  
A nominal amount of income is currently included in this SCIA but a further SCIA for an increased amount could be provided next year if appropriate.

**Key Stakeholders Affected**

Property Service customers

**Likely impacts and implications of the change in service (include Risk Analysis)**

None

**Risk to Service Objectives (High / Medium / Low)**

Low

**SERVICE CHANGE IMPACT ASSESSMENT**

2020/21 Budget	£'000	Performance Indicators		
Operational Cost	457	Code & Description	Actual	Target
Income	(42)	N/A		
Net Cost	415			

**Equality Impacts**

The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.