

SERVICE CHANGE IMPACT ASSESSMENT

SCIA_13__(24/25)

Portfolio / Chief Officer : Jim Carrington-West

Service: Customer Solutions

Activity

No. of Staff 23.24 FTE

| Details of proposed change | Cost Centre & Account Code of Budget | 2024/25 Growth / (Saving) £000 | Later Years Comments (ongoing, one-off, etc.) |
|--|--------------------------------------|--------------------------------|---|
| Reduction in opening hours from 8am to 6pm, Monday to Friday to 8.45am to 5pm, Monday to Thursday and 8.45am to 4.45pm on Fridays. | 20500 XCAA 8010 | (30) | Ongoing |

Box 1. Reasons for and explanation of proposed change in service

- From September 2021, Members took the decision to extend Customer Solutions opening hours on the telephone from 8.45am to 5pm to 7am to 7pm. This was to provide greater access for customers, by providing a wider period for customers to speak to the Council.
- Following a trial period, in January 2022 the opening hours were reduced to 8am to 6pm, as there was little contact either side of these times.
- Data has been monitored monthly since January 2022 and contact remains low between 8am to 9am and 5pm to 6pm (on average 3% of all telephone contact).
- It is proposed to return to the original opening hours (8.45am to 5pm) with a reduction of 1 FTE.

Box 2. Key Stakeholders Affected:

- Internal – Customer Solutions team (change to working pattern).
- External – All callers to SDC (reduction in opening times. However this is mitigated by the very low contact numbers and availability of online services for many common enquiries enabling self-service).

SERVICE CHANGE IMPACT ASSESSMENT

Box 3. Likely impacts and implications of the change in service (include Risk Analysis)

- It is anticipated this will have little impact on service delivery. Customer Solutions will still be open Monday to Friday during usual opening times. The customer demand for the extended period has proven to be low. Many common enquiries are now available online for customers to self-serve outside of our normal opening times.
- There will no impact to Customer Solutions staff in terms of working hours or terms and conditions. The shift rota will be amended accordingly to provide all staff shifts over the previous time period, which provides greater resilience when then phone lines are busiest.

Risk to Service Objectives (High / Medium / Low)

Low

Cost Centre 2023/24 Budget (£'000)

| | |
|------------------|-----|
| Operational Cost | 900 |
| Income | - |
| Net Cost | 900 |

Service Budget 2023/24 (relating to the area effect by this SCIA)

| | |
|------------------|-----|
| Operational Cost | 892 |
| Income | - |
| Net Cost | 892 |

Financial

All Financial implications have been covered within the sections above

SERVICE CHANGE IMPACT ASSESSMENT

Equality Assessment

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.

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment

SERVICE CHANGE IMPACT ASSESSMENT

SCIA_14_(24/25)

Portfolio / Chief Officer : Detlev Munster

Service: Commercial Property

Activity Income

No. of Staff 0 FTE

| Details of proposed change | Cost Centre & Account Code of Budget | 2024/25 Growth / (Saving) £000 | Later Years Comments (ongoing, one-off, etc.) |
|---|--------------------------------------|--------------------------------|---|
| Increase in income budgets due to new Commercial Property fees and charges schedule | Various | (20) | (20) |

Box 1. Reasons for and explanation of proposed change in service

A proposed new fees and charges schedule has been created to set out new prices for services offered in Commercial Property.

Box 2. Key Stakeholders Affected:

None.

Box 3. 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

Cost Centre 2023/24 Budget (£'000)

| | |
|------------------|--|
| Operational Cost | |
| Income | |
| Net Cost | |

Service Budget 2023/24 (£'000) (relating to the area effect by this SCIA)

| | |
|------------------|------|
| Operational Cost | 0 |
| Income | (20) |
| Net Cost | (20) |

Key Implications

Financial

All Financial implications have been covered within the sections above

Equality Assessment

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

Net Zero Implications

The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment.