



Service Director Business Operations Lloyd Jeffries





- Service Director Business Operations - Lloyd Jeffries
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- Service area covers: Customer Service, Council Access Points, Corporate Business Support, Customer Improvement, Traded services business development and Resilience Forum/ Emergency Planning/Business Continuity.

Business Operations

There are **405 FTE** in Business Operations, spread across the following services / teams

- Customer Service (inc Customer Service Centres).
- Contact Tracing.
- Websites.
- Council Access Points.
- Corporate Business Support.
- Executive Assistants service.
- Business Development.
- Schools IT Management Service & Financial Management Support services.
- School Education appeals service.
- Blue Badge Service.
- Welfare Benefits Service.
- Healthy Communities Technical support.
- Civil contingencies.
- Customer Improvement.
- Customer insight and customer analysts.

The existing services within Business Operations deliver high quality cost effective business enablement services with a focused approach to customer experience, access channels and service delivery.

Customer Services

- The Customer Service Centre is the front door for our residents. They deal with a wide variety of subjects coming in by telephone, online forms, webchat and social media.
- We develop and deliver digital solutions across the Council.
- Deliver expert advice and guidance on the design and implementation of customer improvement projects.
- Responsible for teams of expert Customer Service agents, digital content editors and agile project managers.

Council Access Points

- Access to information, advice and support from a wide range of services through face to face contact and self-service internet-based transactions.
- Ensuring that there is 'no wrong door', resolving straight forward enquiries and signposting for more complex to correct resolution team.
- Customer self-service devices in all Council Access points, to access online services across the new Council.
- Provide support with self-serve in all Council Access points.

Corporate Business Support

- Provide bespoke business support services to all of our Council services.
- Offering a wide range of services including Executive Support to Tier 1-4, administrative support to statutory functions, project support, Welfare benefits, School education appeals, Blue Badge enforcement, business improvement and system application support. We also provide a one stop shop for training, consultancy, provision and support of hardware and software, and a popular Bursar and Admin Service through the SIMS, FMS and the Schools Technical Team.

Civil Contingencies

- Supporting the development of robust business continuity management arrangements. Offering training, consultancy, provision and support for Emergency management.

Business Development

- Manage and develop relationships with our external customers.
Provide e-commerce systems to buy and sell new and existing products and services online.
Provide support to acquire new customers and support to retain existing Customer base.
Customer management of 400+ external customers.
Co-ordination of customer engagement events and workshops e.g. School forums, new bursar training workshops.

Local Contact Tracing

- Business Operations have been preparing for the launch of the Local Contact Tracing Service for Buckinghamshire Council. The LCT team will operate under the management of the Customer Service Centre and launch at the end of November.
- This local scheme supplements the National Test and Trace scheme and when the NTAT has been unable to get in touch with someone who has tested positive for Covid-19 within 24 hours of the test, their details will be passed to us to telephone them.
- Experience shows people are happier to talk to someone calling from a local number, boosting the effectiveness of contact tracing.
- The service we provide operates 7 days a week and will continue for as long as it needs to.

Helping Hand

- During the October half term the customer service centre stepped in to support anyone who would usually receive free school meals for their child and were struggling to feed them. In total we dealt with 27 families, 3 were sent a food box, 6 were given vouchers and the remainder guided to access assistance in the local community.
- Although the numbers needing assistance were low this was a great example of cross team working involving customer services, local emergency support, the localities team and libraries and a testament to how solutions can be put in place at pace.
- The decision to offer support was made on Monday and by Tuesday morning the support was live including vouchers at key Council access points in readiness for distribution. Customer services staff briefed with a new script and capture form for enquiries built and live in our Customer Relationship management system.
- We have now started to plan for the provision of support over the winter period – with more details to follow.

Clinically Extremely Vulnerable support

- There are approximately 20,000 Clinically Extremely Vulnerable (CEV) people living in Buckinghamshire.
- Since the start of November Buckinghamshire Council has been contacting all new CEV residents that have joined the CEV list since August and those that were still receiving direct support from the Council in August (Wave 1).
- Over 1000 calls made to new CEV residents.
- 304 calls made to existing residents who received support at the end of the first lockdown.
- Types of support provided include:
 - Help setting up a priority supermarket slot.
 - Help with prescription / medication delivery services.
 - Keeping in touch calls.
 - Signposting and setting up financial support.
- We are provided with updated lists of individuals from NHS Digital weekly. On Wednesday 4 November the National Shielding Service System (NSSS) went live online www.gov.uk/coronavirus-shielding-support and will enable individuals to indicate they need support and to be provided with a priority supermarket delivery slot. We are provided with data from this system daily.
- Community Boards will be the first point of contact for local community groups & local councils in order to provide a key link between community groups, community leaders & the support hub service. Community Board Coordinators will actively support the support hub staff to seek creative practical solutions for residents and gather 'on the ground' intelligence.
- Bucks Online Directory - It is important to ensure that details of local groups are included on the Bucks Online Directory so that residents, and our Customer Service Centre (CSC) call handlers in the CSC can access the support they provide.

[Home](#) / [Directory](#)

Find activities, groups and services near you

Answer a few questions to help with your search.

The activities and services listed on the directory may be affected by [Coronavirus](#).

Before attending, check the activity is running and that the organisers are following government guidance.

What do you need help with?

Choose as many as you like

<input type="checkbox"/> Staying at home due to coronavirus	<input type="checkbox"/> Staying active
<input type="checkbox"/> Socialising	<input type="checkbox"/> Learning new things
<input type="checkbox"/> Culture and visiting new places	<input type="checkbox"/> Support with health and wellbeing

Where would you like to search?

Enter a Buckinghamshire town or postcode

[See results](#)

Buckinghamshire Council Search our websites

BETA This is a new website - your feedback will help us improve it.

Location Kinds of help When you're free Ages Accessibility Shortlist is empty Share

Worried about coronavirus?

See the latest government advice and check symptoms on nhs.uk. [Visit now](#)

Vegan Bliss

Offering a delivery service for a Friday only. We will be selling homemade food with...

Coronavirus Less than a mile away

The Coffee Tree

Breakfast, lunches, teas and coffees

Coronavirus Less than a mile away

Aylesbury Town Council

Information, advice and contact details for local groups, businesses and organisations who are offering assistance.

Coronavirus Less than a mile away

Aylesbury Town Council

Aylesbury Town Council has information, advice and contact details for local groups, businesses and organisations...

Coronavirus Less than a mile away

Prevention Matters emergency support

Short term support for people who are self isolating and vulnerable to make sure they...

Coronavirus Less than a mile away

Map showing Aylesbury town with various businesses and services marked. Pins indicate locations for businesses like Advance Roofing Supplies Limited, Sports Direct, Wickes, Aylesbury Shopping Park, KFC, ALDI, Sainsbury's, McDonald's Aylesbury, Fresh IT Solutions, ODEON Aylesbury, Friars Square Shopping Centre, Bucks County Museum, Bucks Council, Morrisons, Pets at Home Aylesbury, Waltham & Partners Aylesbury, Aylesbury High School, Aylesbury Police, and Aylesbury Crown Court. The map also shows landmarks like Aylesbury Central, Aylesbury Boxin, and Aylesbury Vale Park.

Customer focused:

- We must have a strong customer focus with services that are easy for everyone to access.
- We want our residents to have a choice of how they engage with the council, including in places local to them. Some people will like to 'self-serve' online but others will still value talking to us face to face.



Buckinghamshire Council Customer Service Centre – digital, telephone and Face to Face

- The Front door for **'all'** Council services across all Customer Access Channels including Telephone, Website, Online Forms, Webchat, Social Media and Face to Face, ensuring **'no wrong door'**.
- Delivering more at the **'first point of contact'**.
- Show the Council as a **single organisation** with a sense of common purpose.
- Adopting a more flexible approach to service delivery, focusing on **end-to-end delivery** and not a siloed approach. Understanding the journey of both internal and external customers to identify and help design customer focused services.
- Using **customer insight**, reflect user needs back to the organisation to ensure content and services are designed with customers/users in mind.
- Customers can **easily contact** the council at a time and location to suit them.
- Customers can access and apply for all relevant services and gain information about **their local area** online or via any device.
- Customers can be confident that their personal details and information are managed **securely** and shared responsibly.
- Motivated teams with a **'can do'** mind-set who are highly skilled, supportive of service needs and helping to deliver the right outcomes for our external and internal customers.
- **Deliver more** demand via lower-cost, digital channels. Transactional services to be provided through our online channels & artificial intelligence, and our skilled advisors supporting our complex services and more vulnerable customers.
- Create a **resilient, flexible** customer service workforce that will underpin our digital transformation goals.

A Good Customer Experience



Achieve and maintain a good and consistent customer experience across all customer access channels.



Involve Members and customers in service design and decision making.



Develop a better view of our customers and use insight to truly understand their needs and deliver improved outcomes.



Proactively engaging our customers.



Customers can access and apply for all relevant services and gain information about their local area.



Deliver solutions which ensure service continuity throughout customer Improvement.



Ensure our customers' data is protected and secure.



Provide Value for Money.



Faster, easier and intuitive

Buckinghamshire Council Access Points – face to face and digital



Welcome to Walton Street
Council Access Point Plus

-  We will provide information on all council services and answer basic enquiries
-  We will support you to access services online
-  We will support you with more complex enquiries

Report a pothole • Find out about planning applications • Apply for a school place
Renew your Blue Badge • Order a replacement bin • Get information about care and support for adults • Make a payment • Apply for housing and council tax benefits



- Access to information and on-site support with self-serve in all Council Access points.
- Resolving straight forward enquiries and signposting for more complex to correct resolution team.
- Customer self-service devices in all Council Access points, to access existing online services across the new Council.

The following buildings have been identified as Council Access Points:

- Amersham King George V (CAP+)
- Aylesbury The Gateway (CAP+)
- Aylesbury Walton Street (CAP+)
- Beacon Villages Library
- Beaconsfield Library
- Buckingham Library
- Burnham Community Library
- Chesham Library
- Denham Oxford Rd, Capswood (CAP+) - currently closed.
- Great Missenden Library
- Haddenham Community Library
- Wycombe, Queen Victoria Road (CAP+)
- Iver Parish Council
- Marlow Library
- Princes Risborough Library
- Wendover Library
- Winslow Library