



# STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

Tuesday, 9 October 2007

10.00 a.m.

Council Chamber,  
Council Offices, Spennymoor

# AGENDA

and

# REPORTS



**This document is also available in other languages,  
large print and audio format upon request**

**العربية (Arabic)**

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

**বাংলা (Bengali)**

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

**(中文 (繁體字)) (Cantonese)**

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

**हिन्दी (Hindi)**

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

**polski (Polish)**

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

**ਪੰਜਾਬੀ (Punjabi)**

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

**Español (Spanish)**

Póngase en contacto con nosotros si desea recibir información en otro idioma o formato.

**اردو (Urdu)**

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

**AGENDA**

**1. APOLOGIES**

**2. DECLARATIONS OF INTEREST**

To notify the Chairman of any items that appear later in the agenda in which you may have an interest.

**3. MINUTES**

To confirm as a correct record the Minutes of the meeting held on 28<sup>th</sup> August 2007. (Pages 1 - 4)

**4. CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM) UPDATE**

Report of Chief Executive. (Pages 5 - 26)

**5. WORK PROGRAMME**

Report of Chairman of the Committee. (Pages 27 - 28)

**6. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

Members are respectfully requested to give the Chief Executive notice of items they would wish to raise under the heading not later than 12 noon on the day preceding the meeting, in order that consultation may take place with the Chairman who will determine whether the item will be accepted.

**B. Allen  
Chief Executive**

**Council Offices  
SPENNYMOOR  
1<sup>st</sup> October 2007**

Councillor A. Gray (Chairman)  
Councillor B.F. Avery J.P (Vice Chairman)

Councillors D.R. Brown, V. Chapman, D. Farry, T.F. Forrest, Mrs. J. Gray, B. Haigh, T. Hogan,  
Ms. I. Jackson and B.M. Ord.

**ACCESS TO INFORMATION**

Any person wishing to exercise the right of inspection etc. in relation to this agenda and associated papers should contact Mrs. G. Garrigan Tel 01388 816166 ext 4237 email lwalker@sedgefield.gov.uk

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# Item 3

## **SEDGEFIELD BOROUGH COUNCIL STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE**

Council Chamber,  
Council Offices,  
Spennymoor

Tuesday,  
28<sup>th</sup> August 2007

Time: 10.00 a.m.

- Present:** Councillor A. Gray (Chairman) and  
Councillors B.F. Avery J.P, D.R. Brown, D. Farry, T.F. Forrest, B. Haigh,  
T. Hogan, Ms. I. Jackson and B.M. Ord
- Apologies:** Councillors V. Chapman and Mrs. J. Gray

**SL.7/07            DECLARATIONS OF INTEREST**  
Members had no declarations of interest to submit.

**SL.8/07            MINUTES**  
The Minutes of the meeting held on 12<sup>th</sup> June 2007 were confirmed as a correct record and signed by the Chairman. (For copy see file of Minutes).

**SL.9/07            OVERVIEW AND SCRUTINY REVIEW GROUP REPORT: REVIEW OF THE COUNCILS COMMUNITY NEWSPAPER INFORM - ACTION PLAN UPDATE**  
Consideration was given to a report of the Chairman of the Committee detailing progress to date on Cabinet's response and Action Plan following its consideration of the recommendations arising from the work of the Overview and Scrutiny Review of the Councils Community Newspaper Inform. (For copy see file of Minutes).

Members were informed of the progress made on each of the recommendations, pointing out that a number of them were ongoing.

With regard to the distribution of Inform it was pointed out that there were still rural areas where it was not distributed. It was explained that the Northern Echo was responsible for distributing Inform along with the other free papers, however if there were any known addresses to inform the Press and Public Relations Officer who would look into the matter.

Discussion was held regarding Informs target audience and the need to further involve the community, specifically the young and the elderly. To inform them of local activities and issues that effect them, such as publishing what would be considered by the Development Control Committee the following month. It was pointed out that it had been suggested at a previous Development Control Committee. The matter would be looked into.

It was also pointed out that leisure activities and a 'what's on' column was published. A meeting between the Press and Public Relations Officer and A. Coulthard, Regeneration Officer (Community Participation) was scheduled to discuss the matter.

Comments were also received regarding the need to include comments from the Opposition Members, were the Leader of the Council had published a statement. The importance of publishing comments from the Leader of the Council was pointed out.

The importance of officers submitting articles or informing the Press and Public Relations Officer of areas of interest was reiterated. It was explained that the information needed to be submitted the month before to ensure publication for the following month.

*RECOMMENDED: That progress on the Action Plan for the Overview and Scrutiny Review of the Council's Community Newspaper Inform be noted.*

**SL.10/07**

**OVERVIEW AND SCRUTINY REVIEW GROUP REPORT: REVIEW OF SICKNESS MANAGEMENT - ACTION PLAN UPDATE**

Consideration was given to report of the Chairman of the Committee detailing progress to date on Cabinet's Response and Action Plan following its consideration of the recommendations arising from the work of the Overview and Scrutiny Review of Sickness Management. (For copy see file of Minutes).

Members of the Committee were reminded of the reason for beginning the review, to monitor the performance of sickness management as it had been identified as under achieving in its Performance Indicator.

Reference was made to the first recommendation, where it was explained that the procedures had been implemented in July 2007, with all employees receiving the new Code of Conduct, highlighting their new obligations. As it was a recent introduction there had been no improvement identified to the levels of sickness, however it was anticipated that the procedures would improve sickness levels.

Copies of the Code of Conduct were also available for Members.

It was suggested that a further report be submitted to the Committee in 6 months time.

Comments were received regarding the success York City Council had identified after implementing its changes. It was explained to the Committee that York City Council had employed a private company to be responsible for sickness. A Call Centre was introduced as the first point of contact for employees reporting sickness. It was pointed out that Durham City Council were now using the same system and a meeting was scheduled to view it.

Questions were raised regarding levels of stress related sickness, whether it was acknowledged and what systems were in place to support an employee. The Committee was informed that stress was acknowledged as a sickness and was one of the highest reasons. With regard to support mechanisms it was pointed out that there was an early referral procedure to Occupational Health, who would monitor the employee and refer to a stress counsellor, external to the organisation for a ten-week programme. If after the programme the employee had not returned to work they would be eased back into work over a two-month period while monitored by Occupational Health.

Questions were raised regarding figures and trends within sickness. It was pointed out that the average number of days an employee was absent through sickness was 11.2 days per year, with a total average of 954 days per year throughout the Council. Figures regarding employees who were never sick and those who were often sick were requested. It was explained that the information was not available immediately and would have to be prepared.

Trends regarding sickness absence between manual and administration staff were also requested and patterns between sickness taken on Friday and Monday. It was explained that there were higher levels of sickness within the manual workforce, however figures could be provided by department together with days taken.

- RECOMMENDED:**
1. *That progress on the Action Plan for the Overview and Scrutiny Review of Sickness Management be noted.*
  2. *That progress on the Action Plan be reviewed in 6 months.*

## **SL.11/07**

### **WORK PROGRAMME**

Consideration was given to the Chairman of the Committee setting out the Committee's current Work Programme for consideration and review. (For copy see file of Minutes).

Members of the Committee suggested that consideration be given to reviewing the effects becoming a unitary authority would have on Sedgefield Borough Council. It was agreed to look into the matter and discuss with the relevant officer.

- RECOMMENDED:** *That the Committee's Work Programme as outlined in the report be agreed.*

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#### **ACCESS TO INFORMATION**

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Mrs. L. Walker Tel 01388 816166 ext 4237 email [lwalker@sedgefield.gov.uk](mailto:lwalker@sedgefield.gov.uk)

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# Item 4

## REPORT TO STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

9<sup>TH</sup> OCTOBER 2007

### REPORT OF CHIEF EXECUTIVE

#### CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM) UPDATE

##### 1. Summary

1.1 This report follows the report to the Overview and Scrutiny Committee 1 on the 29<sup>th</sup> August 2006 and updates the progress of the roll out of the CRM system across the Authority.

##### 2. Recommendation

2.1 That Overview and Scrutiny Committee notes the progress on the roll out of the CRM system and continues to monitor the progress in meeting the Council's Customer Service Modernisation Programme.

##### 3. Approach

3.1 In the report of the 29<sup>th</sup> August 2006 Members will be aware that the CRM system was still in the testing phase and was not as yet being used in a live environment.

3.2 The system went live on 5<sup>th</sup> October 2006 with 3 service requests namely white goods, TV/monitors and special collections.

3.3 As was mentioned in the previous report one of the main challenges was staff availability to take the project forward both locally and at the CDEGP programme office.

3.4 With the restructure of the Human Resources Section it was agreed that the lead for the CRM should be transferred to Customer Services along with the funding for a post of CRM administrator. The thinking behind this decision was that the system would be driven by the users and would speed up the rollout programme across the Council.

3.5 The CRM administrator was appointed with effect from 16/04/07 and is continuing the work programme set out in the report of the 29<sup>th</sup> August 2006. This being: -

- Street Scene
- Anti Social Behaviour
- Licensing
- Democratic Services

A large proportion of the workload involves working closely with the back offices and the Partnership Office to ensure that the system improves service delivery both for the customer and staff.

#### **4. Current rollout position**

4.1. As at 21<sup>st</sup> September 2007 the Council has had 3 major rollouts of service requests and there are now 66 service requests on the system which has concluded the Street Scene service rollout along with Freedom of Information.

4.2 Work is on-going with the Council's anti-social behaviour team and the partnership office looking at a rollout of the CRM system across their service by the end of January 2008.

4.3 Once this area of work is concluded a review will be carried out as to which services to pick up next to create the most benefit for the customer and the Council. There will also be implications to the workload from Local Government reorganisation but as yet it is too early to identify how this may impact.

4.4 The number of service requests being processed through the CRM has increased steadily since going live in October 2006.

Oct 06	Nov 06	Dec 06	JAN 07	Feb 07	Mar 07	Apr 07	May 07	Jun 07	Jul 07	Aug 07
2337	2191	1957	2338	1968	2207	2432	4846	2917	6342	4512

#### **5. Efficiency savings**

5.1 By utilising the facilities within the CRM system it has helped the Council achieve cashable efficiency savings and it would not be unrealistic to expect more as the system is rolled out further.

5.2 The use of the CRM for the special collections service has led to the identification of £8,000 efficiency savings within the Customer Service team. This has been possible by using the National land and property gazetteer (NLPG) to link the CRM with back office information management tools.

## **6 Improvements in the Service to the Customer**

6.1 The other major area of improvement is that it has streamlined the process for informing customers of collection dates and therefore reduced the possibility of giving wrong information.

6.2 The development of a capacity schedule has also meant that bin deliveries are more structured and staff are able to inform customers more accurately as to when a replacement or new bin will be delivered.

6.3 The development of the Sedgefield Information Service (SIS) alongside the CRM has improved the information available to the customer and staff about where someone lives.

## **7 Future Enhancements**

7.1 The Council is currently piloting the issuing of Waste permits through the CRM for the County Council which greatly improves the service to our customers.

7.2 As all 8 Authorities in the partnership are now using the system various enhancements are being developed across the County. This is allowing Sedgefield Council to review these and where appropriate utilise these for the benefit of our customer and staff.

## **8 Financial Considerations**

8.1 None associated with this report

## **9 Consultation**

9.1 This report has been developed through consultation with the CDEGP programme office

## **10 Other material considerations**

### **10.1 Links to corporate Objectives**

10.1.1 The CRM is about improving the service to the customer through electronic means and as such it is key to the Council's stated ambition to make it's services accessible.

### **10.2 Risk management**

10.2.1 The CRM is now a business critical system for the Authority and has a fully developed disaster recovery system in place to address any system failures.

### **10.3 Health and Safety**

10.3.1 There are no additional health and Safety implications.

### **10.4 Legal and Constitutional**

10.4.1 No additional Legal and Constitutional issues have been identified

### **10.5 Equality and Diversity**

10.5.1 Equality and Diversity considerations are an inherent part of the CRM. Electronic delivery of services is a key contributing factor to the Council's corporate priority to ensure fair access to services regardless of religion, sex, race, gender etc as set out in the Corporate Plan and Corporate Equality Plan.

## **11 OVERVIEW AND SCRUTINY IMPLICATIONS**

11.1 A further progress report for the period September 2007- March 2008 will be submitted to Strategic Leadership Overview And Scrutiny Committee in March 2008

**Contact officers:** Jeremy Miller/Joanne Keller  
**Telephone No:** (01388) 816166 ext 7709/7795  
**Email Address:** [jmiller@sedgefield.gov.uk](mailto:jmiller@sedgefield.gov.uk)  
[jkeller@sedgefield.gov.uk](mailto:jkeller@sedgefield.gov.uk)

### **Background Papers:**

Customer Services Modernisation Programme (2005)  
Report to Overview and Scrutiny Committee 1 29<sup>th</sup> August 2006

# Update of progress on rollout of CRM

Jerry Miller  
October 2007



# Ultimate Aim



- That all contact with the customer is logged in the CRM
- That the Council has a single view of the customer
- That regardless of where you live or work you can transact with your Council at the nearest Council offices

# Progress so far



- System has now been live since October 2006
- Now have 66 service requests on the system
- Fully rolled out across Street Scene Services and Freedom of Information

# Progress in relation to partners



- Different Councils moving at different speeds
- We are ahead of the partners
- Are using it to transform the business
- Are realising more benefits



# Roll out plan

- Roll out plan is on target
- Next service is Anti-Social behaviour
- Will then review future services
- LGR will have an impact on the direction

# Efficiency Savings



- Cashable efficiency savings have been identified by using the system
- Streamlined service to the public
- Development of SIS



# Future enhancements

- Joint working through waste permits
- Able to use best practice across the partnership
- Can enhance service delivery and customer experience

# Benefits to Members



- In the future will be able to give ward information on requests for service
- Better info as to types of customer contact
- A better service to the public



# System demonstration

- A quick demonstration of the system.

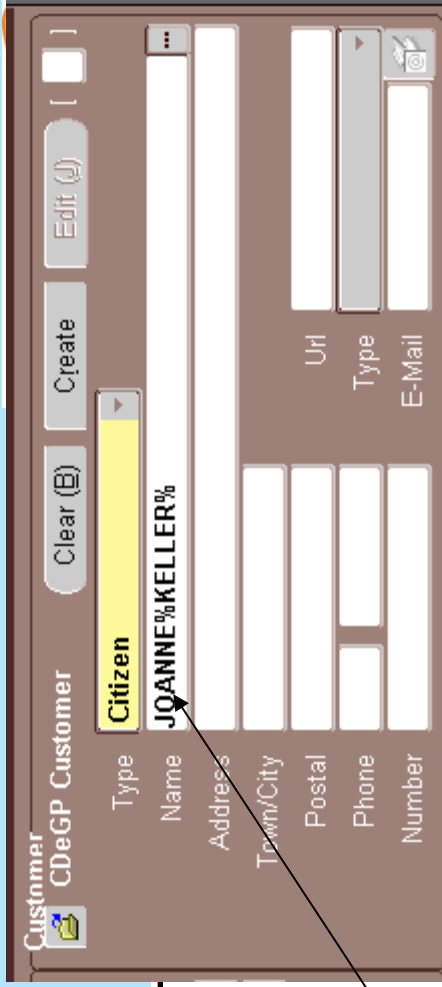
- Scenario: -

Telephone call regarding a special collection



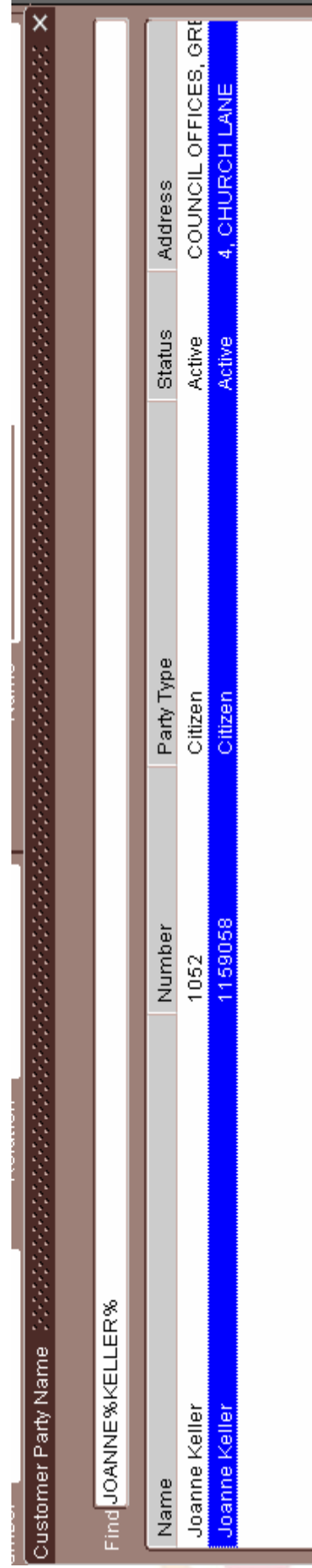
# Search for Customer

This will always be a person



The screenshot shows a form titled 'Customer' with a sub-header 'CDeGP Customer'. It includes buttons for 'Clear (B)', 'Create', and 'Edit (U)'. A dropdown menu is set to 'Citizen'. The 'Name' field contains 'JOANNE%KELLER%' with an arrow pointing to the text. Other fields include 'Address', 'Town/City', 'Postal', 'Phone Number', 'Url', and 'E-Mail'.

- Enter the persons name in the format:
  - Joanne%Keller%
  - First name%Surname%
- This will bring back any customers that match



The screenshot shows a search results window titled 'Customer Party Name' with a search filter 'Find JOANNE%KELLER%'. The results are displayed in a table with columns for Name, Number, Party Type, Status, and Address.

Name	Number	Party Type	Status	Address
Joanne Keller	1052	Citizen	Active	COUNCIL OFFICES, GRE
Joanne Keller	1159058	Citizen	Active	4 CHURCH LANE

# Search for an Address

The screenshot shows a form titled "Customer" with a sub-header "CDeGP Customer". The form includes fields for Type, Name, Address, Town/City, Postal, Phone, and Number. The "Address" field contains the text "4%church%lane%" and is highlighted with a yellow background. Above the form are buttons for "Clear (B)", "Create", and "Edit (U)".

• Enter the address in the address field:

- 4%Church%Lane
- First name % Surname %

–This will bring back any addresses that match

The screenshot shows a search results window titled "Customer Address" with a search filter "Find 4%church%lane%". The results are displayed in a table with columns: Address, City, State, Province, Country, Postal Code, and Name. The row "4, CHURCH LANE" is highlighted in blue.

Address	City	State	Province	Country	Postal Code	Name
4, B6282 CHURCH STREET HIGH ETHERLEY ALONG E...	ETHERLEY GR...	COUN...	BISHOP ...	United Kingdom	DL14 0JZ	B6282 CHU
4, CHURCH LANE	MURTON	DURHAM		United Kingdom	SR7 9RD	CHURCH L
4, CHURCH LANE	FERRYHILL	COUN...	FERRYHI...	United Kingdom	DL17 8LP	CHURCH L
4, CHURCH LANE	FERRYHILL	COUN...	FERRYHI...	United Kingdom	DL17 8LP	Joanne Kell
4, CHURCH LANE	FERRYHILL	COUN...	FERRYHI...	United Kingdom	DL17 8LP	Peter Wilkin
4, CHURCH LANE	DURHAM CITY	DURHAM		United Kingdom	DH1 3HF	CHURCH L
4, CHURCH LANE	DURHAM CITY	DURHAM		United Kingdom	DH1 3HF	Pamela Her
4, CHURCH LANE	DURHAM CITY	DURHAM		United Kingdom	DH1 3HF	Thomas Wil
4, CHURCH LANE	SHADFORTH	DURHAM		United Kingdom	DH6 1NR	CHURCH L
4, CHURCH LANE	SHADFORTH	DURHAM		United Kingdom	DH6 1NR	Sally Clough
4, CHURCH LANE NORTH MURTON	MURTON	DURHAM	SEAHAM	United Kingdom	SR7 9RJ	CHURCH L
40, CHURCH LANE	MURTON	DURHAM		United Kingdom	SR7 9RL	CHURCH L

# Free Collection?



Oracle Applications - DurhamConnects CRM

File Edit View Folder Tools Reports Actions Window Help

Contact Center

**Contact**

CDDeGP: First, Number, Address, Town/City, Post Code, Phone

CDDeGP: Last, Relation, E-mail, Type

Buttons: Clear, Create, Edit

**Customer**

CDeGP Customer: Type, Name, Address, Town/City, Postal, Phone, Number, Url, E-Mail

Buttons: Clear, Create, Edit

Dashboard Party Information Relationships Addresses Contact Points Interactions Service Request Notes Custom1

View By: Customer Last Refresh Date: 24-SEP-2007 15:15:09 Refresh (X) Critical View Details (M)

Sedgefield Borough Council		Environmental Services	
Property Open Service Reques	0	Low	N
Property Closed Service Requ	121	High	N
Citizen Open Service Request	0	Low	N
Citizen Closed Service Reques	115	High	N
SE Assist List			N
SE Clinical List			N
SE Garden Maintenance			N
SE Info from Crew			N
Charge Sp. Coll (next month)			N
Charge Sp. Coll (this month)			N



# SE – House Waste Special Coll



The screenshot displays the Oracle Applications CRM interface for a customer record. The top navigation bar includes 'Oracle Applications - DurhamConnects CRM' and menu options like 'File', 'Edit', 'View', 'Folder', 'Tools', 'Reports', 'Actions', 'Window', and 'Help'. The main window is titled 'Contact Center' and shows a 'Customer' profile for 'Joanne Keller' at '4, CHURCH LANE, FERRYHILL, DL17 8LP'. The 'Request Type' is 'SE-House Waste Special Coll'. A date dropdown menu is open, showing options: '03-OCT-07', '10-OCT-07', '17-OCT-07', and '24-OCT-07'. A 'Book Date' button is visible next to the dropdown. Two callout boxes provide instructions: one points to the 'Get Available Dates' button, and another points to the date dropdown.

**Customer Details:**

- Type: Citizen
- Name: Joanne Keller
- Address: 4, CHURCH LANE
- Town/City: FERRYHILL
- Postal: DL17 8LP
- Phone Number: 01740 651514
- E-Mail: jkeller@sedgefield

**Request Information:**

- Request Type: SE-House Waste Special Coll
- Available Dates: 03-OCT-07, 10-OCT-07, 17-OCT-07, 24-OCT-07
- Reference No.:

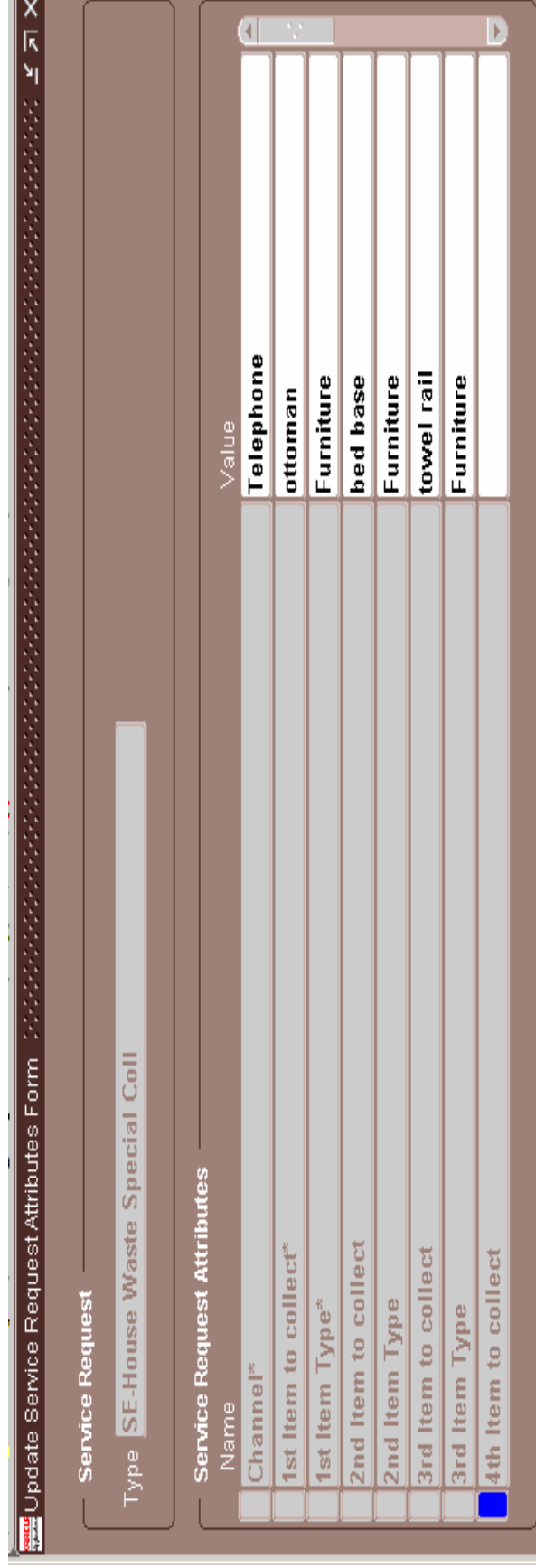
**Buttons:** Clear, Create, Edit, Get Available Dates, Book Date

Select SE – House Waste Special Coll then press the 'Get Available Dates' button

In the 'Available Dates' dropdown a series of dates will be presented. To book a date hit the 'Book Date' button

# Add attributes

- Ask and answer all relevant questions:



The screenshot shows a web form titled "Update Service Request Attributes Form". It has two main sections:

- Service Request**: A dropdown menu with "SE-House Waste Special Coll" selected.
- Service Request Attributes**: A table with columns "Name" and "Value".

Name	Value
Channel*	Telephone
1st Item to collect*	ottoman
1st Item Type*	Furniture
2nd Item to collect	bed base
2nd Item Type	Furniture
3rd Item to collect	towel rail
3rd Item Type	Furniture
4th Item to collect	

- A \* indicates that an answer is mandatory.
- Some answers require free text; others have a list of values – Ctrl + L will show you this list. You can also just type the first letter of an answer if you have become familiar with the list of values (e.g. type 'n' to answer 'No').

- Ctrl + E will provide a text pad against the selected answer

# Dashboard



Oracle Applications - DurhamConnects CRM

File Edit View Folder Tools Reports Actions Window Help

Contact Center

**Contact** CDeGP Create Edit

First Number Address Town/City Post Code Phone

Last Relation E-mail Type

**Customer** CDeGP Customer Clear (E) Create Edit (J)

Type Name Address Town/City Postal Phone Number

Citizen Joanne Keller 4, CHURCH LANE FERRYHILL DL17 8LP 01740 651514 1159058

Url Telephone E-Mail

jkeller@sedgefield

Dashboard Party Information Relationships Addresses Contact Points Interactions Service Request Notes Custom1

View By **Customer** Last Refresh Date 24-SEP-2007 15:15:09 Refresh (K) Critical View Details (M)

**Sedgefield Borough Council**

Property Open Service Reques	0	Low
Property Closed Service Requ	121	High
Citizen Open Service Request	0	Low
Citizen Closed Service Reques	115	High

**Environmental Services**

SE Assist List	N
SE Clinical List	N
SE Garden Maintenance	N
SE Info from Crew	N
Charge Sp. Coll (next month)	N
Charge Sp. Coll (b/c month)	N

To view any Historic Service Requests in relation to the Citizen or Property 'Double Click'

# Drill from Dashboard to detail



Oracle Applications - DurhamConnects CRM

File Edit View Folder Tools Reports Actions Window Help

Contact Center

Drilldown List - Property Closed Service Requests

SR Type	Summary	SR Date
SE-House Was SpeCol	Standard SE-House W	16-APR-07
SE-Ref-Kerbit Box	Created by System	06-SEP-07
SE-Ref-Domestic Bag	Standard SE-Ref-Dom	17-SEP-07
SE-Ref-Domestic Bag	Extra SE-Ref-Domestic	17-SEP-07
SE-House Waste Spec	Collection of 6X DOO	11-JUL-07
SE-House Waste Spec	Collection of 6X DOO	11-JUL-07
SE-House Was SpeCol	Standard SE-House W	07-MAR-07
SE-House Was SpeCol	Standard SE-House W	07-MAR-07
SE-Ref-Bin Del/Rem (E	Standard SE-Ref-Bin C	12-JUL-07
SE-Ref-Domestic Bag	Created by System	18-SEP-07
SE-Ref-Domestic Bag	Extra Created by Syst	18-SEP-07
SE-Highways-Street N	test	07-SEP-07
SE-TelePC MonitorOL	Collection of , PC Mon	23-OCT-06
SE-House Was SpeCol	Collection of 6 bags	19-OCT-
SE-House Was SpeCol	Collection of box Hou	23-OCT-

75947

Double click to see the Service Request Detail screen

Clear (B) Create Edit (J)

John Keller  
ARCH LANE  
HILL  
ILP  
651514  
8

URL  
Type  
E-Mail  
jkeller@sedgefiel

Telephone

Service Request Notes Custom1

Critical View Details (M)

N  
N  
N  
N

# Viewing the Service Request Detail



**Oracle Applications - DurhamConnects CRM**

File Edit View Folder Tools Actions Window Help

Service Request (283435) - GMT

**CDeGP Incident**

Customer: **Person**  
Name: **Joanne Keller**  
Address: **4, CHURCH LANE**  
Town/City: **FERRYHILL** Postal: **DL17 8LP**

Number: **283435**  
Type: **SE-House Waste Specia**  
Reported: **11-JUL-2007 10:23:03**  
Status: **Input Error**  
SLA: **Default**  
Group: **SE-Streetscene**  
Owner: **Default, Default**

Respond by: **18-JUL-2007 00:00**  
Resolution by: **18-JUL-2007 00:00**

**Collection Date**

**Note and Knowledge**

Description	Type
----- Decision Manager ----- Decision manager has updated dates and added collection of 6X DOORS Other	General I
Incident Address Address : 4, CHURCH LANE	Service R
Customer Address Address : 4, CHURCH LANE	Service R
Channel = Telephone 1st item to collect = 6X DOORS	Service R

Refresh (B) Delete Outcome

New Detail View Log

**Details of what to pick up and where to pick up from – Incident Address is where items will be picked up from**

**Any Questions?**



# Item 5

## STRATEGIC LEADERSHIP OVERVIEW & SCRUTINY COMMITTEE

### WORK PROGRAMME

#### Ongoing Reviews

- *No reviews currently ongoing*

#### Future Reviews

The following review topics have been identified by the Committee for future review. As one review is completed Members will decide which review should be undertaken next.

- *No reviews identified*

#### ANTICIPATED ITEMS

##### 20<sup>th</sup> November 2007

- *Performance Indicators*

##### 8<sup>th</sup> January 2008

- *Review of Customer Complaints*
- *Equality and Diversity Corporate Equality Plan – Progress Update*

##### 22<sup>nd</sup> January 2008

- *Budgets*

##### 12<sup>th</sup> February 2008

- *No items currently identified*

##### 25<sup>th</sup> March 2008

- *Update on BVPI 11a*

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