Vale of Glamorgan Local Service Board – Customer Contact Group Meeting
9 February 2012 , Partnership Offices, Barry Fire Station

Present
Dave Vining – VoGC
Huw Isaac – VoGC
Eric Kitchen - Cardiff and Vale UHB
Tony Curliss – VoGC
Shelley Best – VoGC

Apologies
Angela Magee – VoGC
Rachel Connor – VCVS
Gareth Bulpin – Cardiff and Vale UHB
Chris Cashmore – Cardiff and Vale UHB
Jay Dave – South Wales Police

Agenda Item	Action
1. Minutes of meeting held on Thursday 6 October 2011 These were agreed.	
2. Matters arising **Social Media Strategy** Dave Vining informed the group that this has been adopted by one of the schools in the Vale. **Membership** Jay Winaslade-Gregory confirmed he will be attending future meetings to represent South Wales Police. It was agreed by the group that there was no need for the communications team representatives to attend future meetings as there were sufficient representatives present at the meetings who could feed back to them. They would continue to receive minutes of the meetings and be invited to attend meetings should an agenda items require their input. It was noted that Cardiff and Vale College is currently not represented on the group. Shelley to contact the College.	SB
3. Community Strategy Delivery Plan The Customer Contact Group is responsible for the delivery of the actions under Priority Outcome 2 of the Community Strategy Delivery Plan: The diverse needs of local people are met through the provision of customer focussed, accessible services and information.	

It was agreed at the October 2011 meeting that an action update will form a standing item on the agenda from now on. Updates are now required against the actions as the Customer Contact group is due to report progress made against the actions at the Local Service Board Implementation group on 8 March. Dave Vining will be attending to present the information on behalf of the group. The group worked through each of the actions and an updated Actions Plan is attached to minutes. There were additional discussions around some of the actions which will not be included in the action plan and so has been recorded below. **Action 1** Tony informed the group that the Council are in the process of jointly procuring automated customer feedback software with Cardiff and Vale UHB to be used at the C1V contact centre. Tony will circulate the functional specifications to the group as it can be used over diverse telephone platforms. **Action 2** The Council aims to review and combine its Customer Relation Strategy with its Channel Strategy including a shared vision for all partners. There is now a clear understanding and shared vision between Vale of Glamorgan Council and Cardiff and Vale UHB and this needs to be expanded to include other partners. A scoping meeting has been proposed to progress with partners and will be raised at the LSB Implementation Group meeting on 8 March. **Action 3** Access to services – terms of reference need to be developed. A workshop is being planned for the last week of February. Tony Curliss to circulate information to the group. **Action 7** The Council's current web content management system which supports the Council's internal and external websites will be unsupported from 2013 and the Council will need to go out to tender for a new system this year. Although partners would not be in a position to jointly purchase software this year it was agreed that it would be useful to include partners in the initial scoping meetings so that barriers to future web collaboration could be minimised. Tony Curliss and Dave Vining to inform partners of initial scoping meetings.	 HI TC TC / DV

Action 12 It was agreed to request WASPI as an agenda item at the next LSB meeting. Huw Isaac said that although there are named officers against all the actions, they cannot be achieved without the cooperation and input of all partners. If partners wish to add any work they have undertaken to the updates contained in the action plan for any of the actions before they are reported to the LSB Implementation Group on 8 March 2012, please contact Shelley Best.	HI ALL
4. Integrated Health and Social Care Line Update Tony Curliss reported that there had been a meeting of the Project Group on 2 March 2012 which included Tony and representatives from Health and Welsh Government. The group will now meet regularly and Tony will bring the minutes to the Customer Contact Group meeting as an update. One of the purposes of the group will be to see what other Cardiff and vale UHB services could be integrated into the C1V contact centre. Tony informed the group that the pilot of handling of overnight GP services calls at C1V had been delayed from January 2012 until April 2012. An offer has been made to voluntary sector to utilise the services C1V can provide and an update will follow to a future meeting.	 TC TC
5. Shared Training Opportunities Shelley Best explained that the Shared Training Opportunities group met in November and decided to trial sharing low cost or no cost training courses between partner organisations. To date several staff from the Council's Social Services dept. have attended conflict management courses provided by Cardiff and Vale UHB and partners have signed up to attend ICT courses provided by the Council such as the European Computer Driving Licence. The Council have agreed to let staff from partner organisations attend the training modules for free, if they wish to sit the exam the partner organisation or the staff member must cover the cost. Jay to provide Shelley with details of a training contact, Paul Thomas, South Wales Police to be invited to take part in these meetings. Police courses in Counter Terrorism could be provided to staff of partner organisations. Shelley said the group will meet in March to assess progress made so far and to determine the future direction of the group. Options to consider include joint commissioning of training where there is a shared need between partners and investigation of current and	 JWG

emerging trends and associated training needs such as social media training.	
Joint training has also been discussed by the area working groups. The possibility of training frontline staff of all partner organisations to consider the same key issues when they enter the homes of vulnerable adults in the community has been considered by the Eastern Vale Group to ensure the same messages are being relayed to residents by all agencies.	
The group agreed that if there were joint training in place it could make it easier for staff to move between partner organisations.	
Tony Curliss suggested a training passport could be an idea to consider in the future. If partner organisations recognise the level of training provided by each other for generic or mandatory courses such as first aid and health and safety, it could reduce duplicate training of staff when they move between organisations	
6. Any Other Business **101 number** Jay Winslade-Gregory informed the group that the 101 number was originally intended to be a multi-service call centre but that due to funding no longer being available it is now a non emergency number for police services only.	
There are currently issues in terms of calls being 'bounced' between the Police and Council from the 101 number and this is attributed to there being difficulties in establishing if calls are for the Police or not. For a call to be a police issue there must be a risk of serious threat or harm. This is often difficult for staff to ascertain based on the information the caller provides in the initial call. Tony Curliss said there was potential for non emergency calls to be deflected to C1V using telephony.	
Jay said the Police call rooms will all be centralised at Police HQ in April will all staff trained in different disciplines.	
It was agreed that there would be a 101 presentation at the next meeting in March. Jay to arrange.	JWG
Jay and Tony are to meet to discuss the 101 number further.	JWG/TC
Virtual Operators at UHB Eric Kitchen informed the group that the UHB were currently out to tender for a virtual operating system. The UHB receives over 1.5million calls per year and would like to introduce virtual operators to reduce call waiting times in some areas.	

Initially this will be trailed with internal reception calls only and then expanded to cover external calls with the idea being that the system will automatically cut in on any calls left unanswered after 30seconds.	
UHB will also be looking at options for a reminder service for out patient appointments.	
Tony said C1V are looking into automated systems for transactional purposes.	
The Council would be interested in an operator platform with the UHB. Tony and Eric to discuss.	TC/EK
Council Web software The Immediacy Software which the Council uses to host its website will not be updated at the end of this year and so the ICT department will be shortly drafting a specification and looking for a new system. If any partners would like to make any suggestions at this stage so that barriers to future web collaboration are reduced then please contact Dave Vining.	ALL
7. Date of Next Meeting Thursday 29 March @ 11am to 12noon, Partnership Offices, Barry Fire Station.	