

**CUSTOMER EXPERIENCE OF CLAIMING COUNCIL ADMINISTERED  
BENEFITS AND FINANCIAL SUPPORT WORKING GROUP**

**MEETING HELD AT THE ST. PETER'S HOUSE, BALLIOL ROAD,  
BOOTLE  
ON MONDAY 28TH SEPTEMBER, 2015**

PRESENT: Councillor Robinson (in the Chair)  
Councillors Cluskey and Dawson

ALSO PRESENT: Andy Cain, Hannah Chart, Angela Ellis, Paul Fraser  
and Kurt Goldman

**10. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors McGuire and Owens.

**11. VISIT TO ARVATO CALL CENTRE ST. PETER'S HOUSE**

The Working Group visited the arvato call centre at St. Peter's House.

Kurt Goldman, Head of Customer Service, explained the work undertaken by call-centre staff. Mr. Goldman detailed the operation of the the call-centre and One Stop Shops including face to face enquiries on behalf of SMBC Service departments; self-service PC facilities for customers; being the collection point for ELAS Awards (food bank vouchers, utility top ups via Paypoint); the development of skills in debt management in partnership with CAB; and outreach work and attendance at events with: Salvation Army; Ability network, Lydiate and Maghull Community groups. Mr Goldman also provided information on

- How we do it – by the adoption of close working relationships with service departments; service quality monitoring; joint planning and follow up impact assessments; together with detailed training for staff; customer relationship management system for consistency of outputs; and direct access to core systems for more complex services
- Statistics – at the call-centre 48,000 (17%) and 77,000 (26%) of calls related to Benefits and Council Tax respectively; whilst at the One Stop Shops 42,616 (44%) and 29,300 (30%) of visits related to Benefits and Council Tax respectively;
- Current and future plans included investigations into the potential use of web-chat

Following the briefing by Mr. Goldman, Working Group Members then listened in to customer calls being made to call-centre staff.

RESOLVED:

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That Mr. Goldman and his staff be thanked for their help and assistance in arranging and hosting the visit to the call-centre.