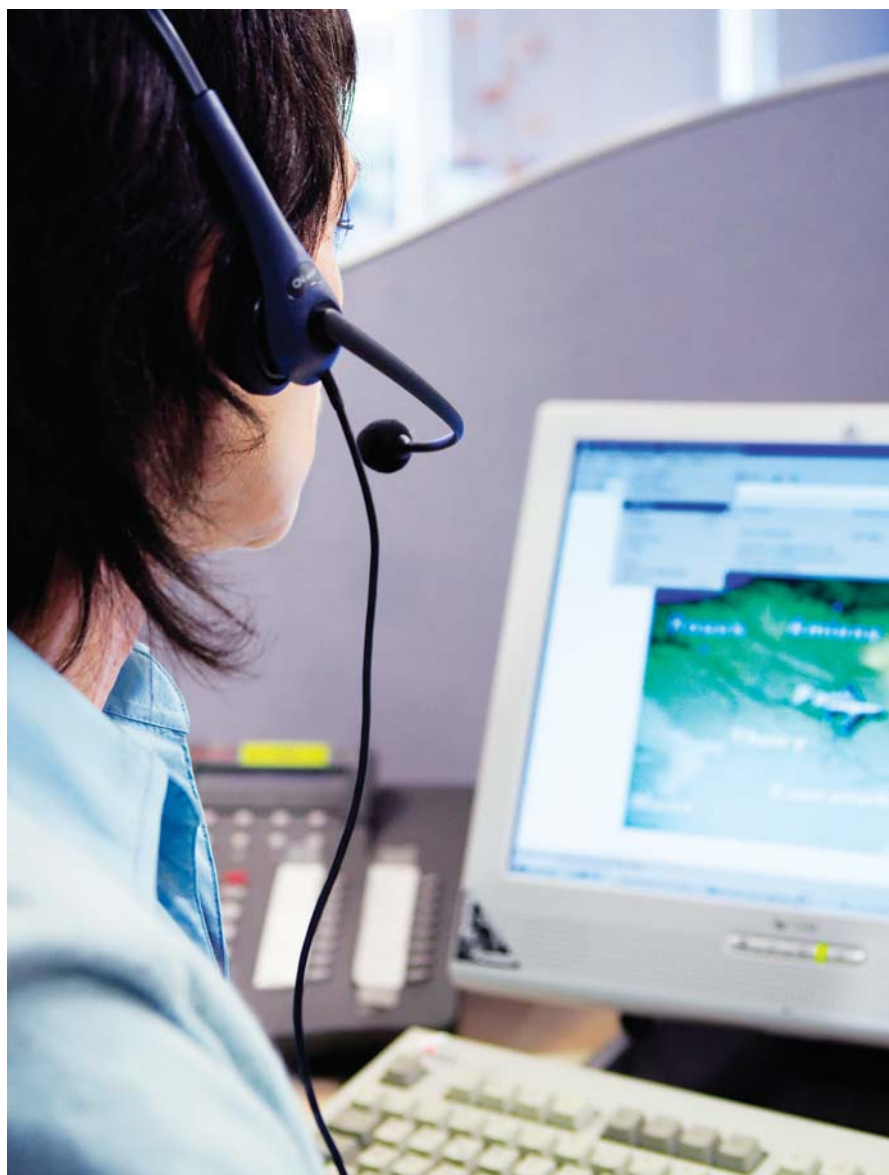


The Worcestershire Hub



Worcestershire County Council creates a joined up service that saves £1.4 million per year.



Worcestershire County Council together with the six District Councils in the County (Bromsgrove, Malvern Hills, Redditch, Worcester, Wychavon and Wyre Forest) have been working together to create the Worcestershire Hub; an integrated “one-stop-shop” for the public to access all local government services in person, over the phone and on the Internet.

The service provides a network of customer centres throughout Worcestershire, where members of the public can go in to discuss any issue, regardless of which of the local authorities they need to deal with. Similarly, when contacting the Councils by phone, one call to their local contact centre can have their issues dealt with without the “please hold”, transfers to other departments and having to repeat details that they have already given. With 70,000 enquires each month, the Hub is ensuring that 80 per cent of these enquiries are resolved at the first point of contact.

This has all been achieved without having to consolidate all staff into one call centre thanks to the customer relationship management system developed and implemented by Hewlett-Packard (HP) in partnership with the Councils. This means that whichever of the contact centres a member of the public telephones, the call handler has the same range of information and can access all the same services. What is more, the person handling the call will also be able to see previous enquiries by the same caller in order to help provide them with the best service.

This system also allows the contact centres to act as a “virtual call centre” by handling the calls coming into other centres if those operators are busy. Having a number of different contact centres has the added benefit of ensuring that the employment opportunities offered by the customer contact centres are spread fairly around the County.

But the Worcestershire Hub goes further than just call centres and “joined-up services”. It also provides a range of services that can be accessed 24 hours a day, seven days a week, via the Worcestershire Hub web site. As well as providing the usual range of information about council services, such as library opening times and rubbish collection days, the Worcestershire Hub allows people to report an abandoned vehicle or street light problems, renew library books, or send in a question to the contact centres by email.

The Worcestershire Hub has achieved a number of things for the citizens of the County:

- A clear point of contact and a simplified way of accessing services
- The choice as to how and when to access services
- The same high customer service standards across the County and District Councils
- An annual saving of £1.4million per year
- Customer satisfaction levels of over 95 per cent

The development and delivery of the project was led by Hewlett-Packard (HP) and was delivered on time and to budget. Trevor Norton, Corporate Services Director for Worcestershire County Council has said, “This is one of the best technology implementations we have seen. Our relationship with HP is a true partnership that is fundamentally changing the way services are delivered to the citizens of Worcestershire.”

Further Information

For further Information to see the Worcestershire Hub for yourself, go to www.whub.org.uk