

Aberdeenshire Council

Integrated Impact Assessment

C & DS Budget Savings - Customer Services Staffing

Assessment ID	IIA-001030
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Approved By	Kate Bond
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1. Overview

This document has been generated from information entered into the Integrated Impact Assessment system.

C&DS revenue budget 2023/24 savings proposal to reduce permanent Customer Services staffing by 2 FTE Customer Service Advisors. This will require continued improvements to the Customer Services automated chatbot; increased availability of online services for customers to self-serve where possible; the implementation of robotic process automation for specific customer enquiries to reduce Advisor time spent on administrative tasks; continual improvement to telephony services; and further automation and integration with the customer service relationship management system.

During screening 0 of 10 questions indicated that detailed assessments were required, the screening questions and their answers are listed in the next section. This led to 0 out of 5 detailed impact assessments being completed. The assessments required are:

In total there are 0 positive impacts as part of this activity. There are 0 negative impacts, all impacts have been mitigated.

A detailed action plan with 0 points has been provided.

This assessment has been approved by kate.bond@aberdeenshire.gov.uk.

The remainder of this document sets out the details of all completed impact assessments.

2. Screening

Could your activity / proposal / policy cause an impact in one (or more) of the identified town centres?	No
Would this activity / proposal / policy have consequences for the health and wellbeing of the population in the affected communities?	No
Does the activity / proposal / policy have the potential to affect greenhouse gas emissions (CO2e) in the Council or community and / or the procurement, use or disposal of physical resources?	No
Does the activity / proposal / policy have the potential to affect the resilience to extreme weather events and/or a changing climate of Aberdeenshire Council or community?	No
Does the activity / proposal / policy have the potential to affect the environment, wildlife or biodiversity?	No
Does the activity / proposal / policy have an impact on people and / or groups with protected characteristics?	No
Is this activity / proposal / policy of strategic importance for the council?	No
Does this activity / proposal / policy impact on inequality of outcome?	No
Does this activity / proposal / policy have an impact on children / young people's rights?	No
Does this activity / proposal / policy have an impact on children / young people's wellbeing?	No

3. Impact Assessments

Children's Rights and Wellbeing	Not Required
Climate Change and Sustainability	Not Required
Equalities and Fairer Scotland Duty	Not Required
Health Inequalities	Not Required
Town Centre's First	Not Required

4. Justification

Two Customer Service Advisor posts are being removed from our permanent establishment, reflecting changes in the way that front-line Customer Services are now delivered. The Customer Services Improvement Project has seen a number of changes implemented to improve the customer journey and make it easy for customers to access Council services in a way and at a time that suits them - including a 24-hour automated chat bot and additional online integrated services, allowing customers to self-serve out-with normal office hours. In addition, the introduction of robotic process automation reduces the administrative work required to be undertaken by Advisors following telephone calls or face-to-face visits. These savings assume continued ongoing improvements and increased volumes of customers using self-serve options, both during normal office hours as well as evenings and weekends, reducing the demand for Advisor input to resolve queries.

Due to a regular turnover of staff within Customer Services these posts have recently become vacant. It is not intended to fill these vacancies in order to realise these savings.

This saving represents a 5% reduction in front-line Customer Service staffing. Customer Services will continue to implement the Improvement Programme ensuring that this permanent staffing reduction does not adversely impact our customer service delivery.