

commended: successful people victoria mccann, blackburn



Victoria has developed strong genuine relationships with Blackburn with Darwen Council Members, improving service delivery and enhancing the reputation of Capita Symonds.

As a local government partnership it is vital that Capita Symonds' services respond to the needs of residents, and in turn Members, and that communication channels with key stakeholders remain open and honest.

Victoria joined Blackburn's Integrated Services Team in February 2008 and was initially responsible for co-ordinating client communication; including freedom of information requests, complaints and Member queries. Victoria's professionalism, enthusiasm, and commitment to delivering an excellent service was recognised early on. Her role began to progress in response to the changing needs of the client and Victoria welcomed new challenges and opportunities.

In February 2009 Victoria took overall responsibility for the management of Member queries when Blackburn's Member Service Team was launched. The service was intended to provide Council Members with a more accessible point of contact and to deliver a more transparent reporting process.

Victoria is now the first point of contact for all Member queries ensuring a rapid response and a consistent approach. All queries are subject to a five day response period and it is Victoria's responsibility to ensure the query reaches the relevant member of staff and is dealt with appropriately.



Victoria is proactive in her approach, taking ownership of queries to ensure deadlines are met and often going the extra mile to assist Members.

Since the launch of the new Member service, 96% of all queries were responded to within the agreed timescales. This figure is reported to Members on a monthly basis and has been met with positive feedback.

Victoria is based at Blackburn Town Hall two days a week and has made every effort to develop strong links with the democratic services team, becoming an extension of the Council's team rather than an independent service.

By doing so, Victoria is encouraging more open communication ensuring that Members and other Council representatives report any issues direct to her rather than sharing it with colleagues, improving our reputation across the Council.

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Members have reported a positive impact and are particularly pleased with the speed and accuracy of the service. At a recent open event, Members made particular reference to Victoria and the excellent service she provides.

However, Victoria has not become complacent and is keen to continue her good work and to further influence the partnership. She is currently working with the Council to develop an online Member survey which will provide measurable feedback of the service and identify areas for improvement or new ways of working. Victoria is excited about the future and wants to continue growing the service in order that Members receive the best service possible.

Victoria has been recognised across the business for breaking new ground within our strategic partnership and she is now supporting the implementation of similar schemes as it is rolled out across the Regions division.

NOMINATED BY:

Ian Richardson, Blackburn

keys to success

- Developing strong genuine client relationships
- Providing an excellent service
- Improved communication
- Improving perception and reputation of Capita Symonds
- Supporting the roll out of a successful scheme across Regions

