



## What is FOCUS?

FOCUS stands for Focus On Customers Underpins Success.



The FOCUS project was designed to make it easy for our customers to talk and deal with us and easier for the council to serve its customers.

## How did we do this?

We asked customers what was important to them. We wanted to know what things are like now, and how they should be in the future. Then we asked our staff “how do we do this?” What they came up with was the new FOCUS way of working.



## How has FOCUS been developed?

Using the information from customers, staff thought of a new way of working which would put the customer at the centre of everything we do.



New roles were created, to make sure that customers could contact the right person with the right skills when they needed support.



These new roles are:

### **Customer Advisor**

This role is the first person you would contact if you are a new customer. We will try to meet the needs of all our customers at this point.



The telephone number is: 0300 4560111



## **Customer Co-ordinator**

Some customers will need more support, and will be allocated a Customer Co-ordinator. This person becomes the key contact and will arrange any specialist help that is needed.



## **Resource Specialist**

This role will look at all the different choices available to meet any needs you may have. These may be services the council buys, community facilities, equipment or something different.



There are still Learning Disability specialist workers, such as Social Workers who may be involved in providing support.



## **Will this work?**

We tried out the FOCUS way to see if it would work. We had to make a few changes but on the whole it has worked very well.



## **What will be different for our customers?**

- It will be quicker
- You will have the telephone number of one person you can contact directly rather than going through switchboards.
- Everyone will be able to get support and information that they need.



## **What will not change?**

You will still be able to get extra help and support when you need it.

## What is happening now?



The new way of working is happening in Chippenham, with Customer Advisors and Customer Co-ordinators moving to Monkton Park. It is also happening in Trowbridge with Customer Advisors and Customer Co-ordinators moving to Bradley Road.



From 16<sup>th</sup> October, the Salisbury team will be working in the new way, with Customer Advisors and Customer Co-ordinators being located at Chipper Lane. From 27<sup>th</sup> November this will also be happening in Hopton, Devizes.

<p><b>Live</b> <b>Monkton Park</b> <b>Chippenham</b></p>	<p><b>Live</b> <b>Bradley Road</b> <b>Trowbridge</b></p>
<p><b>16th October</b> <b>Chipper Lane</b> <b>Salisbury</b></p>	<p><b>27th November</b> <b>Hopton</b> <b>Devizes</b></p>



## What does this all mean for people with learning disabilities?

People with a learning disability will still have access to the right people with the right skills when they need support. This may be a Customer Advisor, Customer Co-ordinator or Learning Disability specialist worker.



We will still have a CTPLD service, and we will still work alongside our Health staff, but some offices will be moving, and some of the staff people have worked with might change.



When customers want to contact us for the first time they can telephone a Customer Advisor on 0300 4560111.



When people are already receiving support from us, they will be given the telephone number of their Customer Co-ordinator, or will be able to contact the CTPLDs using one of the numbers below;



South (Salisbury):	01722 410814
East (Kennet):	01672 517378
West (Trowbridge)	01225 760106
North (Chippenham)	01249 707900