

## **Q&A**

### **Who are Ventura? Where are they based?**

Ventura is an expert outsourcing company. They are highly experienced in managing call centre services for clients such as RSPCA, DWP and Orange. They have several call centres around the country – DSCC will be based in Dearne Valley in South Yorkshire.

### **How will you ensure that they maintain service standards?**

The service levels are included in the contract. Ventura have to meet at least the same standards as First Assist do at present – e.g. answering the phone and deploying cases as quickly as possible.

### **How will you ensure they have my correct contact details?**

All the information currently held at First Assist will be transferred to Ventura, so they will have access to all the contact information currently available.

### **How will you ensure that they understand the scheme rules and deploy cases correctly?**

Ventura are undergoing extensive training on all aspects covered by the DSCC. There are ongoing meetings with First Assist, LSC staff and with provider reps to discuss technical queries, telephony, the role of the call centre and its link with police and solicitors. All staff working on the phones will be fully trained before they use the live system.

### **Will there be any changes to the service?**

Not immediately. Our priority is to get the basic service right on day one. This means answering calls and deploying them appropriately. What we would like to do is gather any feedback you have and, where possible, use this information to improve the service you receive. Any feedback can be sent to [dutysolqueries@legalservices.gov.uk](mailto:dutysolqueries@legalservices.gov.uk)

### **Can we have caller display for the DSCC number as it is currently withheld?**

Unfortunately this is not possible. The use of the 0845 number provides companies with advanced call handling features at network level, allowing calls to be distributed effectively within the call centre. Without these it would be significantly more difficult to manage the calls and wait times would be increased. In addition, the numbers provide an advantage in maintaining the stability of the service as they can be easily transferred in a disaster recovery situation.

### **Can the new provider use text messaging to deploy calls to solicitors?**

As mentioned above, our first priority is to transfer the service as smoothly as possible. However, we are keen to explore the use of text messaging – potentially for confirming case reference numbers or leaving messages relating to court appearances etc. No decisions have been made on this and we will communicate with you prior to introducing anything new.