

Corporate Issues Overview and Scrutiny Committee

25 November 2013



Customer First Strategy – Proposed Corporate Issues OSC Task and Finish Group

Joint Report of Lorraine O'Donnell, Assistant Chief Executive and Terry Collins, Corporate Director of Neighbourhood Services

Purpose of the Report

- 1 To consider the establishment of a Corporate Issues Task and Finish Group to review the development of a revised Customer First Strategy and agree proposed Terms of Reference for the review.

Background

- 2 At the Corporate Issues Overview and Scrutiny Committee meeting held on 19 September 2013, during consideration of the Quarter 1 Performance report, reference was made to performance in respect of Customer Services including telephone call answering and e-mail transactions. At that time, reference was made to on-going work that was being undertaken to refresh the Council's Customer First Strategy.
- 3 The Committee resolved that draft terms of reference of a task and finish group to examine customer services be developed and brought back to a future meeting of the committee.

Proposed terms of Reference

- 4 Draft terms of reference have been produced and are attached to this report (Appendix 2). The review proposes a series of meetings and site visits culminating in a report being considered by Corporate Issues OSC on 27 March 2014.

Recommendations and reasons

- 5 The Corporate Issues Overview and Scrutiny Committee is recommended to:-
 - (i) consider the proposed terms of reference for the Corporate Issues Customer First Task and Finish Group and, subject to comment from members agree to the proposed review:
 - (ii) appoint up to ten representatives to serve on the task and finish group.

Background papers

Corporate Issues OSC – Minutes of the meeting held on 19 September 2013

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Appendix 1: Implications

Finance - None

Staffing - None

Risk - None

Equality and Diversity / Public Sector Equality Duty - None

Accommodation - None

Crime and Disorder - None

Human Rights - None

Consultation – The task and finish group review report and associated findings will be submitted as part of the proposed consultation process for the refreshed Customer First Strategy.

Procurement - None

Disability Issues - None

Legal Implications - None