

Special Corporate Issues Overview and Scrutiny Committee

17 October 2014

Corporate Issues Overview and Scrutiny Committee – Customer First Task and Finish Group Review



Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To present to Corporate Issues Overview and Scrutiny Committee the draft Customer First Task and Finish Group report and invite comment thereon.

Background

- 2 At the Corporate Issues Overview and Scrutiny Committee meeting on 19 September 2013, during consideration of the Performance Management Report for Quarter 1 2013/14, reference was made to performance in respect of Customer Services including telephone answering and e-mail transactions. At that time, members were informed of the on-going work being undertaken in respect of the revised Customer First Strategy for the Council. The Committee agreed to establish a small task and finish group to provide policy development support to the refresh of the Council's Customer First Strategy.
- 3 Evidence was gathered over a series of 6 Task and Finish Group meetings culminating in a presentation to the group on 24 September 2014 which highlighted key findings from the review and at which members of the group agreed a series of recommendations.
- 4 A copy of the draft review report is attached at Appendix 2 for members' comments.

Recommendation

- 5 Members are asked to receive and comment on the draft review report and, subject to such comments agree that the report be submitted to Cabinet for consideration.

Contact: Stephen Gwilym Tel. 03000 268140
Email: stephen.gwilym@durham.gov.uk

Appendix 1: Implications

Finance – N/A

Staffing – N/A

Risk – N/A

Equality and Diversity / Public Sector Equality Duty – The review report takes into consideration Equality and Diversity, an Equality Impact Assessment having been undertaken.

Accommodation – N/A

Crime and Disorder – N/A

Human Rights – N/A

Consultation – N/A

Procurement – N/A

Disability Issues – N/A

Legal Implications – N/A