



Scrutiny Committee - 14 April 2010

Customer Service Reviews

Summary

This report seeks Scrutiny Committee nominees to act as consultees for two forthcoming Customer Services reviews as they would form a link between these reviews and planned Scrutiny Committee reviews.

Attachment(s)

None

1. Background

- 1.1 At its meeting on 24 February 2010 the Committee considered its work programme for the next twelve months. This included reviews of 'Customer Focus' and 'Customer and Community Insight'.
- 1.2 Officers are about to start a review of Face to Face Customer Service Delivery, concentrating primarily in the north of the district because of the chance to review the Oundle facility lease, but looking at the need for face to face provision across the District and how to match that to options for future service delivery. This review needs to start now as notice to terminate the Oundle lease, if recommended as an outcome, needs to be given in August. This means we would need a steer from Members about which options to pursue in July.
- 1.3 In May officers are due to start a second review, Communication with Customers, which will include a review of the Nene Valley News as agreed last year. The completion date is dictated by time required to pursue any procurement or other activities related to the option that Members choose for going forward.
- 1.4 Both reviews will involve the Customer Services Lead Member and will include the use of MOSAIC customer data to identify customers with specific communication and access needs. The reviews also link to two themes identified as part of a potential Scrutiny Committee review for 2010-11 (Review A) and it would therefore be potentially mutually beneficial for members of the Scrutiny Committee to participate in the officer reviews.

2. Recommendation

- 2.1 It is recommended that two Scrutiny Committee Members be nominated to act as the consultee and scrutiny lead for each review.

Implications:		
Corporate Outcomes or Other Policy/Priority/Strategy		
Good Quality of Life	<input type="checkbox"/>	Good Reputation <input type="checkbox"/>
Good Value for Money	<input checked="" type="checkbox"/>	High Quality Service Delivery <input checked="" type="checkbox"/>
Effective Partnership Working	<input checked="" type="checkbox"/>	Strong Community Leadership <input type="checkbox"/>
Effective Management	<input checked="" type="checkbox"/>	Knowledge of our Customers and Communities <input checked="" type="checkbox"/>
Employees and Members with the Right Knowledge, Skills and Behaviours		<input type="checkbox"/>
Other:		
Decision(s) would be outside the budget or policy framework and require full Council approval		<input type="checkbox"/>
Financial	There are no financial implications at this stage	<input checked="" type="checkbox"/>
	There will be financial implications – see paragraph	<input type="checkbox"/>

	There is provision within existing budget -	<input type="checkbox"/>
	Decisions may give rise to additional expenditure at a later date	<input type="checkbox"/>
	Decisions may have potential for income generation	<input type="checkbox"/>
Risk Management	An assessment has been carried out and there are no material risks	<input checked="" type="checkbox"/>
	Material risks exist and these are recorded at Risk Register Reference - inherent risk score - residual risk score -	<input type="checkbox"/>
Staff	There are no additional staffing implications	<input checked="" type="checkbox"/>
	Additional staff will be required – see paragraph	<input type="checkbox"/>
Equalities and Human Rights	There will be no impact on equality (race, age, gender, disability, religion/belief, sexual orientation) or human rights implications	<input checked="" type="checkbox"/>
	There will be an impact on equality (see categories above) or human rights implications – see paragraph	<input type="checkbox"/>
Legal	Power: Local Government Act 2000	
	Other considerations:	
Background Papers:		
Person Originating Report: Sharn Matthews, Executive Director/CFO. Tel: 01832 7422108 email: smatthews@east-northamptonshire.gov.uk		
Date: 6 April 2010		
CFO		MO
		CX

(Committee Report Normal Rev. 21)