

Request by Member for Scrutiny Review



Please complete the form below to request consideration of your issue by the Overview and Scrutiny Committee

Proposers Name: Jon Whitehouse	Date of Request 9 April 2008
Supporting Councillors (if any): Ann Haigh, Janet Whitehouse and Roland Frankel	
Summary of Issue you wish to be scrutinised: Customer response Except in emergencies It's only possible to call the council between about 8.30 am and 5 pm, which must inconvenience many people who work during the day despite increased use of the Internet. If there are target times for responding to telephone calls, emails and letters awareness of what they are and the council's performance levels is low. There also appears to be no consistent approach to the use of voicemail, out of office messages and provision of contact details. A Task and Finish Panel should look at current performance, including whether performance has improved or deteriorated since the consultants' study of three or so years ago, and make recommendations on how the service to customers could be enhanced.	
NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS. PLEASE REFER TO THE EXPLANATORY NOTES TO THIS FORM FOR FURTHER INFORMATION	
Public Interest Justification:	

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Impact on the social, economic and environmental well-being of the area:

Council Performance in this area (if known: Red, Amber, Green):

Keep in Context (are other reviews taking place in this area?)

Office Use:	
Pick score:	Considered By OSCC: