

CUSTOMER TRANSFORMATION TASK AND FINISH PANEL: TERMS OF REFERENCE

Introduction:

In order to improve access to services and improve response to enquiries, the Council has previously embarked on exploring the feasibility of a "Customer Transformation Programme". The initiative was held in abeyance until such times as the affordability of the project could be assessed, given pressure on the Council's revenue Budget and uncertainty around the cost of the new Waste Management Contract. Now that the Council's Medium Term Financial Forecast is clearer, there is value in revisiting the Customer Services Agenda, to see where improvements can be practically achieved.

Term of Reference:

1. To undertake a review of the Customer Services Programme previously explored by the Council, and to identify and prioritise these initiatives which could have the greatest impact on improving access to services and response to enquiries.
2. To review existing quality standards with respect to Customer Services and recommend change as necessary to ensure that they meet the current expectations of the Council's customers.
3. To ensure that the Council is complying with its duty under Equalities Legislation to provide access to all sections of the Community to Council Services.
4. To assess the most appropriate and cost effective method of enabling the Council to meet the requirements of the New Statutory National Indicator N14, with respect to "avoidable contact".
5. To identify areas for improvement in how the Council communicates its "key messages" to our community, ensuring that public information is clearly understood and accessible.

Aims and Objectives/Methodology:

To gather evidence and information in relation to the topics through the receipt of data, presentations and by participation in fact finding visits;

To consult with Partners, Agencies, Stakeholders and Users of the services under review, to establish key issues and future need;

To evaluate all relevant facts in relation to the topics under review in an objective way and to produce recommendations for future action accordingly;

To establish whether there are any resource implications arising out of the topics under review and advise Cabinet for inclusion in the Budget Process 2009/10; and

To report back to Overview and Scrutiny Committee at appropriate intervals and to submit any final reports in the proposed Corporate Format for consideration by O & S, the Cabinet and Council.

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| TIMESCALE | ESTIMATED | ACTUAL |
|--|-----------------|--------|
| Commencement | June 2008 | |
| <u>Finish</u> 1. Interim report to include any budgetary items for the next budget round. | By October 2008 | |
| Reports. | | |
| Chairman: Councillor B Rolfe | | |