

OVERVIEW AND SRUTINY BOARD – 11TH FEBRUAR 2019

MINUTE NO 108/18

SUGGESTED AREA FOR SCRUTINY INVESTIGATION - CUSTOMER SERVICE RESPONSE PROTOCOL

The Board considered a verbal proposal that had been brought forward by Councillor S. Colella for a scrutiny review in respect of the Customer Services Response Protocol. In particular, reference was made to the process for customers logging an issue (and the response timescales) and for the Council to look at the potential introduction of an electronic system. Members were asked to consider whether this would be a suitable topic for further scrutiny.

It was suggested that Members may wish to consider inviting the relevant officer to discuss the process of customer services. Councillor Webb informed the Board that the Corporate Performance Working Group had reviewed the customer services and that information was available on the Corporate Measures Dashboard.

It was concluded that the Customer Support Manager be invited to attend a future meeting of the Board to discuss the matter further. It was also suggested that some examples of where Members felt the service had not responded adequately or in a timely manner would be useful in order for the Customer Support Manager to be able to understand the areas of concern.

RESOLVED that the Customer Support Manager be invited to attend a future meeting of the Board to discuss the process in respect of Customer Services.