

**CORPORATE OVERVIEW & SCRUTINY PANEL – 22 SEPTEMBER 2016**

**CUSTOMER SERVICES REVIEW**

**1. INTRODUCTION & PURPOSE**

- 1.1 The corporate plan included a delivery plan which set out a number of key actions for 2016/17. This delivery plan was set out against the background of continued funding reductions and included a review of customer services to 'Transform the management of demand through digital customer services and engagement (having regard to the work of Fit for the Future)'.
- 1.2 This report updates the Corporate Overview & Scrutiny Panel on the project brief for the review.

**2. CUSTOMER SERVICE REVIEWS**

- 2.1 The project brief at Appendix 1 sets the context for the review and identifies four main areas for the review to consider including customer strategy, digital service delivery, information offices and the customer services centre.
- 2.2 A task and finish group has already been identified for this review and includes:  
  
Cllr A Alvey  
Cllr B Andrews  
Cllr G Beck  
Cllr Mrs F Carpenter  
Cllr M R Harris  
Cllr A D O'Sullivan
- 2.3 It is proposed that this group receives regular updates on the work of the project team and informs the strategic direction of customer services for the future.
- 2.4 The timeline identifies an initial report on findings to Corporate Overview & Scrutiny Panel in March 2017.

**3. FINANCIAL IMPLICATIONS**

- 3.1 A key objective of the review is the reduction of demand and the increased efficiency in processes, including through digital delivery in support of customers expectations.

**4. RECOMMENDATIONS**

- 4.1 That the Corporate Overview & Scrutiny Panel note the project brief at Appendix 1 and the role of members in the review.

**For Further Information Please Contact:**

Rebecca Drummond  
Service Manager – Business Improvement  
and Customer Services  
Tel: 023 8028 5588  
E Mail: [rebecca.drummond@nfdc.gov.uk](mailto:rebecca.drummond@nfdc.gov.uk)

**Background Papers**

Our corporate plan 2016-2020 Delivery Plan  
Cabinet Report Feb 2016