

SCRUTINY ENQUIRY SCOPING DOCUMENT

Enquiry name	Customer Contact Review
Terms of reference	<ul style="list-style-type: none"> • To examine options open to the Council for providing a modern, integrated customer contact service • To make recommendations to the Cabinet for improving customer contact service standards and efficiency
Summary of enquiry	<ul style="list-style-type: none"> • Examine/ challenge current customer contact channels • Research best practice elsewhere • Identify customers' requirements • Evaluate options and make recommendations to Cabinet
Reason for enquiry	<ul style="list-style-type: none"> • The current contract with the Contact Centre expires in December 2012 • Need to make contract decision that complements other customer contact channels and requirements • Timed to accommodate lead-time of around 18 months for some of the known options • Officers seeking cross-party Member input regarding customer involvement, research and recommendations
Existing evidence	Contact Centre Review Sept 2010 Customer Contact Review October 2010
Potential outcome/s	<ul style="list-style-type: none"> • Wider awareness amongst officers and Members of the need for a modern and effective customer contact service • Well-research recommendations regarding the design of a modern, integrated customer contact service • More efficient use of financial resources
Relevant corporate and/or community strategy/ies	Being a listening council, providing first class services accessible to all
Portfolio holders	Cllr Bygott
Members of the task & finish group	Cllrs Reply awaited from group leaders
Key stakeholders	All SCDC council taxpayers; elected members; officers
Officer involvement	Lead officer: Paul Howes/Paul Knight
Timing	November 2010 to May 2011
Report dates	Scrutiny May 2011; Cabinet 12 May 2011

DIRECTOR