

## SCRUTINY ENQUIRY SCOPING DOCUMENT

Enquiry name	<b>Customer Contact Review</b>
Terms of reference	<ul style="list-style-type: none"> <li>• To examine options open to the Council for providing a modern, integrated customer contact service</li> <li>• To make recommendations to the Cabinet for improving customer contact service standards and efficiency</li> </ul>
Summary of enquiry	<ul style="list-style-type: none"> <li>• Examine/ challenge current customer contact channels</li> <li>• Research best practice elsewhere</li> <li>• Identify customers' requirements</li> <li>• Evaluate options and make recommendations to Cabinet</li> </ul>
Reason for enquiry	<ul style="list-style-type: none"> <li>• The current contract with the Contact Centre expires in December 2012</li> <li>• Need to make contract decision that complements other customer contact channels and requirements</li> <li>• Timed to accommodate lead-time of around 18 months for some of the known options</li> <li>• Officers seeking cross-party Member input regarding customer involvement, research and recommendations</li> </ul>
Existing evidence	Contact Centre Review Sept 2010 Customer Contact Review October 2010
Potential outcome/s	<ul style="list-style-type: none"> <li>• Wider awareness amongst officers and Members of the need for a modern and effective customer contact service</li> <li>• Well-research recommendations regarding the design of a modern, integrated customer contact service</li> <li>• More efficient use of financial resources</li> </ul>
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

