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<b>REPORT TO:</b>	<b>OVERVIEW and SCRUTINY COMMITTEE</b>	<b>AGENDA ITEM: 6</b>
<b>DATE OF MEETING:</b>	<b>10th DECEMBER 2014</b>	<b>CATEGORY: RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF FINANCE &amp; CORPORATE SERVICES</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>KEVIN STACKHOUSE (01283 595811)</b> <a href="mailto:Kevin.stackhouse@south-derbys.gov.uk">Kevin.stackhouse@south-derbys.gov.uk</a>	<b>DOC:</b> u/ks/live files/customer access/CS review 2014/CS review update report Dec 14
<b>SUBJECT:</b>	<b>CUSTOMER SERVICES and PAYMENT FACILITIES</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: FM 10</b>

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## **1.0 Recommendations**

- 1.1 That the feedback from operational and site visits is considered.
- 1.2 That a recommendation is made to the Finance and Management Committee on a proposed way forward.

## **2.0 Purpose of the Report**

- 2.1 To provide feedback from Members of the Committee following operational visits to the Council's Customer Services Department, together with a site visit to Derby City Council.
- 2.2 This was part of the review into payment facilities in the Civic Offices, together with services provided following an increase in the number of contacts being received by the Council.

## **3.0 Detail**

- 3.1 The approved scoping document for the review is attached at **Appendix 1**. Members of the Committee spent two separate mornings with Customer Services staff and members of the public; their observations and comments are attached at **Appendix 2**.
- 3.2 This also includes feedback from a site visit to Derby City Council, to view payment machines and to discuss their experience following implementation. Some further statistics showing payments at the Council offices are detailed in **Appendix 3**.

#### **4.0 Financial Implications**

4.1 None

#### **5.0 Corporate Implications**

5.1 None

#### **6.0 Community Implications**

6.1 The review being undertaken is aiming to improve the experience for people contacting the Council.

#### **7.0 Background Papers**

7.1 None