

Scoping Document

Name of Review:

Review of Approach to Customer Services/Engagement

Terms of reference: To investigate the whether or not there is the potential to improve still further on the high standards of customer service generally delivered by the Council.

Please provide details of relevant Corporate Plan Themes and Priorities:

To 'Maintain customer focus'.

Key Issues and Aim(s) of the Review

To ensure managers and staff at all levels of the Authority deliver a consistently high level of customer service when directly engaging with local residents and service users.

Why should the review take place now?

In order that the concerns of local residents and elected members in respect of customer service issues are addressed and improvements, where deemed necessary, are delivered.

Potential outcome/s**What will not be included:****Potential Risks or Limiting Factors:****Members undertaking the Review (if a sub-group is to be used):**

The Overview and Scrutiny Committee

Possible co-options:**Which policy committee(s) does it relate to?**

All Services Committees

Key stakeholders/ consultees:

Potential contributors and research required:

Potential visits:

Are there any Budgetary Implications?

Potential saving of resources by dealing more effectively with issues correctly in the first instance.

Officer support required:

All Directors and Service Managers

Period for Review:

Publicity (e.g. of recommendations)

Date Scoping Document Approved:

Overview and Scrutiny Committee