

## Efficiency, Improvement & Transformation

### Officer Led Task and Finish Review

#### Review Title: Customer Services & Taxation

#### Scope

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| <b>Select Committee: Corporate, Adult Services &amp; Social Inclusion Select Committee</b>   | <b>Type of Review: EIT Task &amp; Finish</b>   |
| <b>Timeline:</b><br>Baseline information : 26 <sup>th</sup> October 2010<br>Evaluation, options for service reconfiguration and recommendations: 7 <sup>th</sup> December 2010<br>Cabinet: 16 <sup>th</sup> December 2010  |  |
| <b>1. What services are included?</b><br>Taxation (Council Tax and Business Rates administration), Cashiers, awards of discretionary rate relief, Customer Services (contact centre, multi-service centre, support to corporate customer service initiatives)  |  |
| <b>2. Task &amp; Finish Teams overall aim / objectives in doing this work is:</b><br>To identify options for efficiencies, improvements and transformation.  |  |
| <b>3. Please give an initial indication how transformation will enable efficiencies and improvements to be delivered by this EIT review?</b> <ul style="list-style-type: none"><li>• Identification of smarter ways of working through use of new technology and re-allocation of duties within teams/merger of teams to enable a service re-organisation.</li><li>• Review of discretionary rate relief policy to ensure relief is targeted in a way that meets Council priorities.</li></ul> |  |