

## Environment Select Committee

A meeting of Environment Select Committee was held on Monday, 9th June, 2008.

**Present:** Cllr Mrs Maureen Rigg (Chairman), Cllr Dick Cains, Cllr Andrew Larkin, Cllr Colin Leckonby, Cllr Roy Rix, Cllr Michael Smith, Cllr Mick Womphrey

**Officers:** Mrs D Hurwood, Mrs J Robinson (R); G Birtle, Mrs T Harrison and D Ladd (LD)

**Also in attendance:** None

**Apologies:** Cllr Mick Stoker and Cllr Bill Woodhead

**ENV  
5/08**      **Declarations of Interest**

There were no declarations of interest.

**ENV  
6/08**      **Draft Minutes of the meeting held on 21st April 2008**

Consideration was given to the draft minutes of the meeting held on 21st April 2008.

Concluded that the minutes of the meeting held on 21st April 2008 be approved and forwarded on to Council for consideration.

**ENV  
7/08**      **Minutes of the meetings held on 11th February, 25th February and 5th March 2008 to be signed by the Chair**

The minutes were signed by the Chair as a correct record.

**ENV  
8/08**      **Scrutiny Review of Customer First**

Members were provided with and discussed the following:

- Data from a report undertaken to assess the impact of Customer First Stage 1
- The most recent mystery shopping data, which looked at the quality provisions at receptions, telephone responses and requests for information for all services
- Ipsos MORI data concerning contact with the Council and overall satisfaction levels with contact. The information included data comparing Stockton-on-Tees Borough Council's performance between 1998 and 2006 with other local authorities who asked the same questions in MORI polls.
- Best Value Performance Indicators for which all English local Authorities were required to undertake surveys on a three-yearly basis
- Information related to complaints and commendations for the last two quarters of 2007/08
- Viewpoint survey and focus groups

Members felt the provision of children's toys was important in some reception areas which were likely to be used by people with young children; however health and safety assessments had resulted in toys being removed from reception areas.

Members had different experiences of how residents contacted them, and felt that a wide range of possible means of contact should be maintained.

Members felt monitoring should be undertaken to determine residents' satisfaction levels following the introduction of the new customer call centre.

Reference was made to the advertisements that were relayed whilst individuals were on hold when phoning Stockton-on-Tees Borough Council and the use of bars when phoning back certain Stockton-on-Tees Borough Council phone numbers.

Members noted that no specific targets were included in the programme to determine any improvement in satisfaction levels following the introduction of Customer First.

CONCLUDED that:

1. Scrutiny officer obtain additional information on the 2008 MORI survey.
2. Members requested information on barring the use of ring-back and phoning back Stockton-on-Tees Borough Council using the 1471 function.
3. The Head of Taxation and Administration will provide Members with figures on the number of hits on Stockton-on-Tees Borough Council's website.
4. Members would receive the action plan that was produced as a result of the Viewpoint survey.