

DRAFT

Environment Select Committee

Review Title: Customer First

Scrutiny Chair/Project Director: Councillor Mrs Maureen Rigg	Contact details: 01642 785689 Email: maureen.rigg@stockton.gov.uk												
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Departmental Link Officer: Debbie Hurwood Head of Taxation and Administration	Contact details: 01642 527014												
1. Which of our strategic corporate objectives does this topic address? Council Plan 2007-10: Improve access to services (Number 29). Improve operational efficiency (Number 36). Ensure employees have knowledge, skills and tools to improve performance (Number 43).													
2. What are the main issues? i) Assessment of residents experiences of service delivery; ii) Review of published service standards; iii) Assessment of whether the Customer First scheme needs to be further developed – especially in relation to the Customer Services Excellence Standard Corporate Charter Mark. iv) Spreading a customer focus throughout the organisation.													
3. The Thematic Select Committee’s overall aim/ objectives in doing this work is: To assist in the development and delivery of Council services.													
4. The possible outputs/outcomes are: Improved customer service; improved customer satisfaction.													
5. What specific value can scrutiny add to this topic? Provides valuable input for the development of a key service area.													
6. Who will the panel be trying to influence as part of their work? Cabinet, SBC officers, users of services provided and facilitated by Stockton-on-Tees Borough Council.													
7. Duration of enquiry? Six Months													
8. What category does the review fall into? <table><tr><td>Policy Review</td><td>✓</td><td>Policy Development</td><td>✓</td></tr><tr><td>External Partnership</td><td></td><td>Performance Management</td><td>✓</td></tr><tr><td>Holding Executive to Account</td><td></td><td></td><td></td></tr></table>		Policy Review	✓	Policy Development	✓	External Partnership		Performance Management	✓	Holding Executive to Account			
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External Partnership		Performance Management	✓										
Holding Executive to Account													

9. Extra Resources needed? Would the investigation benefit from the co-option of an “expert” witness?

No.

10. What information do we need?

Secondary Information (background information, existing reports, legislation, central government documents, etc.)

Primary/new evidence/information

Customer First Programme Stage 2;
Customer First Service Standards booklets.

Cabinet Office Customer Service Excellence Standard
<http://www.cse.cabinetoffice.gov.uk/homeCSE.do?>

Cabinet Office (2008) Customer Service Excellence –
The Government Standard.

Chartermark Assessment Body.

Who can provide us with further relevant evidence? (Cabinet Member/portfolio holder, officer, service user, general public, expert witness, etc.)

What specific areas do we want them to cover when they give evidence?

Heads of Service – experience of Customer First and its impact on service delivery;

Other local authorities – comparison of alternative customer service initiatives in place.

Comparisons with customer service initiatives in other sectors.

11. What processes can we use to feed into the review? (site visits/observations, face-to-face questioning, telephones survey, written questionnaire, etc.)

Analysis of previously collated data concerning residents experiences of customer service at Stockton-on-Tees Borough Council (customer feedback).

Face to face questioning.

MORI data.

Institute of Customer Service data.

Comparative information on customer service initiatives including research into approaches adopted by other local authorities.

Possible member survey.

12. In what ways can we involve the public and at what stages? (consider whole range of consultative mechanisms, local committees and local ward mechanisms)

Possible Viewpoint Focus Group(s) if information is not held by Stockton-on-Tees Borough Council.

Possible meeting(s) of the Disability Advisory Group if information is not held by Stockton-on-Tees Borough Council.

13. Diversity – How will we address the six strands of diversity (age, disability, faith and belief, gender, race, and sexual orientation) in order to uphold the Council’s Single Equality Scheme?

Possible meeting(s) of the Disability Advisory Group;
Equality Impact Assessment as part of the review.

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Project Plan

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Departmental Link Officers Debbie Hurwood	Contact Details 01642 527014

KEY TASK	DETAILS/ACTIVITIES	DATE	RESPONSIBILITY
Scoping of Review	Information gathering	April 2008	Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review	17 April 2008	Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
Agree Project Plan	Scope and Project Plan agreed by Committee	21 April 2008	Select Committee
Publicity of Review	Press Briefing at start of review	After 21 April 2008	Chair, Link Officer, Press Officer Scrutiny Officer

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Obtaining Evidence		May 2008 9 June 2008 21 July 2008	Select Committee
Members decide recommendations and findings	Review summary of findings and formulate draft recommendations	1 September 2008	Select Committee
Circulate Draft Report to Stakeholders	Circulation of Report after meeting to determine recommendations.	w/c 1 September 2008	Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss finding of review and draft recommendations	w/c 8 September 2008	Select Committee Chair and Vice Chair, Cabinet Member(s), Corporate Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee	22 September 2008	Select Committee, Cabinet Member, Corporate Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report	30 September 2008	Executive Scrutiny Committee
Report to Cabinet/Approving Body	Presentation of final report with recommendations for approval to Cabinet	9 October 2008	Cabinet/ Approving Body