

## **Environment Select Committee**

### **Review of Customer First**

#### **Update to Executive Scrutiny Committee –10 June 2008**

##### **Update on Progress (including issues/problems/successes)**

The Committee considered the scope and project plan for the review of Customer First at a meeting on 21 April. The Committee received a presentation on Customer First from Debbie Hurwood, Head of Taxation and Administration. The Committee has since considered information on customer satisfaction at Stockton-on-Tees Borough Council and will be examining the merits of the new Government Customer Service Excellence Standard Charter Mark in future meetings.

##### **Timescale for Review**

The review of Customer First is due to report to Cabinet in October.

##### **Task and Finish Group – Vermin Control**

##### **Update on Progress (including issues/problems/successes)**

The Task and Finish Group are scheduled to review its findings and consider a draft report on the 10<sup>th</sup> June 2008.

##### **Timescale for Review**

The final report for this review is scheduled for Cabinet in July 2008.

##### **Monitoring**

The Committee will be receiving the Action Plan for the implementation of recommendations from the Waste Management and Recycling review.

The Committee is set to receive initial progress reports on the 'Management of Memorials' review shortly. In common with the other Select Committees, the Committee will also be receiving progress updates on outstanding recommendations from previous reviews. For the Environment Select Committee, this will include the first review of Waste Management and the first review of Cemeteries.