

Environment Select Committee

Review of Customer First

Update to Executive Scrutiny Committee – 8 July 2008

Update on Progress (including issues/problems/successes)

The Committee received evidence from Debbie Hurwood (Head of Taxation and Administration) and Joanna Robinson (Customer First Manager) at their meeting on the 9th June. This included consideration of mystery shopping data collated by the Customer First Team, the results of MORI polls and Best Value Performance Indicator Surveys, data from Viewpoint surveys and focus groups, and examples of services' own consultation exercises concerning customer service.

The results of a series of focus groups held with services within Stockton Council that have either completed or are completing Customer First Stage 2 and a questionnaire sent to services that currently hold the Charter Mark have also been considered by the Committee. The Committee has also examined the Cabinet Office's new Customer Service Excellence standard, and compared the criteria contained within this to that contained within the Customer First Stage 2 programme.

The Committee will be receiving information regarding residents' views on our customer service standards and experiences of customer service at Stockton Council from consultation undertaken in reception areas of Council buildings throughout the borough.

Timescale for Review

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

Task and Finish Group – Vermin Control

Update on Progress (including issues/problems/successes)

The Task and Finish Group reviewed its findings and agreed the final report on the 8th July 2008. This was discussed at a tripartite meeting on the 16th June.

Timescale for Review

The final report for this review is scheduled for Cabinet on the 17th July 2008.

Monitoring

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

The Select Committee will be receiving progress updates on the first review of Waste Management and a combined report on reviews of the Future Development of Cemeteries and the Management of Memorials.