

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 in relation to 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.

The Committee also received background evidence relating to some of the new elements contained within the Customer Service Excellence Standard as well as evidence relating to those initiatives which have links to the operation of the new Standard namely: Comprehensive Area Assessment (CAA) (which replaces CPA from April 2009), the Single Equality Standard and National Indicator 14 (Avoidable contact). In relation to the CSE Standard it is hoped that our existing criteria for 'Service Equality' as defined under Customer First Stage 2 (and therefore 'bolted on' to the CSE Standard) will be considered by the external assessors when making their overall judgement of the Council.

Three examples of other local authorities' customer service programmes were also provided.

A list of nine draft recommendations was presented and agreed at the meeting. These will be incorporated into the final report to be presented to the Select Committee in September.

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 final report on the Rats and Pigeons scrutiny review was approved by Cabinet on the 21st July.

Monitoring

The Select Committee received the Progress Report on the first review of Waste Management and a combined report on reviews of the Future Development of Cemeteries and the Management of Memorials.