

Report of the Overview and Scrutiny Committee

SCRUTINY REVIEW – TELEPHONE ANSWERING AND CUSTOMER SERVICES1. Purpose of report

To present the findings of the Overview and Scrutiny Committee Working Group's review into Telephone Answering and Customer Services. This is in accordance with the Council's corporate values of continuous improvement and delivering value for money.

2. Recommendation

Cabinet is asked to RECEIVE the report and REFER it to the relevant portfolio holder for consideration.

3. Background

The Overview and Scrutiny Committee Working Group reviewed this topic with the purpose of the following outcomes:

- To answer calls within an agreed amount of time.
- Functionality of online Customer skills.

The report is circulated with this agenda, which includes recommendations.

Background papers

Nil