

**CUSTOMER LEADERSHIP TASK & FINISH INQUIRY**

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**Reason for this Report**

1. To seek Committee's agreement to the commencement of an inquiry into Customer Leadership, and for the Terms of Reference that will form the focus of its work.

**Background**

2. The Committee has developed its work programme for 2017/18 over the summer, during which improving customer leadership and culture in the delivery of Council services was identified as a priority.
3. At its meeting on 20<sup>th</sup> September 2017, the Committee agreed to proceed with an inquiry into Customer Leadership across the Council. Four Members have volunteered to undertake this inquiry on behalf of the Committee. Councillor Walker will Chair the Task and Finish group, alongside Councillors Berman, Bowen-Thompson and Cunnah

**Way Forward**

4. Attached at **Appendix A** is a proposed Scoping Summary Sheet for the inquiry, setting out timescales, and potential contributors to the inquiry.

## **Legal Implications**

5. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct legal implications. However, legal implications may arise when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

6. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATION**

7. The Committee is recommended to consider the Scope, the proposed approach, and agree the Terms of Reference for the Customer Leadership task group inquiry.

**Davina Fiore**

Director Governance & Legal

28 September 2017