

**CABINET RESPONSE TO THE REPORT OF THE POLICY
REVIEW AND PERFORMANCE SCRUTINY COMMITTEE TASK &
FINISH GROUP ENTITLED 'CUSTOMER LEADERSHIP'**

**FINANCE, MODERNISATION AND PERFORMANCE
(COUNCILLOR CHRIS WEAVER)**

AGENDA ITEM: 6

Reason for this Report

1. To respond to the Policy Review and Performance Scrutiny Committee's recommendations outlined in the report entitled 'Customer Leadership', which was received by the Cabinet in May 2018.

Background

2. At its meeting on 20th September 2017 the Policy Review & Performance Scrutiny Committee agreed the Committee's 2017/18 work programme would include a task & finish inquiry in to Council's approach to customer leadership.
3. The agreed terms of reference for the inquiry were:
 - To explore opportunities for embedding customer culture and leadership across the council by:
 - Clearly defining the challenges, such a diverse services, multiple touch points, and large number of staff.
 - Reviewing existing best practice internally and externally.
 - Identifying mechanisms for improvement such as customer charter, customer 'champions' across the Council, and corporate customer service training.
 - To examine Council policy (guidelines) for supporting the digitally disadvantaged (Digital inclusivity)
 - To make recommendations for improvement in Customer Leadership.
4. The Committee's report identified **94** key findings and made **7** recommendations.

Issues

5. The Cabinet's response to the 7 recommendations is detailed in Appendix 1.

Reason for Recommendations

6. To respond the Policy Review and Performance Scrutiny Committee recommendations.

Financial Implications

7. There are no financial implications arising directly from this report. Any consequential initiatives involving additional expenditure will need to be considered at the time with the expectation that they are funded from within existing Council resources.

Legal Implications (including Equality Impact Assessment where appropriate)

8. In making decisions and formulating policy the Council must have regard to its duties under the Equality Act 2010 to (1) eliminate unlawful discrimination (2) advance equality of opportunity and (3) foster good relations between groups, all in relation to the protected characteristics of race, sex, disability, age, gender re-assignment, sexual orientation, pregnancy and maternity, marriage and civil partnership, and religion or belief. The Council must not discriminate unlawfully in its provision of services.

HR Implications

9. Senior managers within HR will work with the Head of Customer Services in order to deliver on the actions and commitments identified within Appendix 1 including the new customer service training.

RECOMMENDATIONS

The Cabinet is recommended to agree the response to the Policy Review and Performance Scrutiny Committee as set out in Appendix 1 to this report.

SENIOR RESPONSIBLE OFFICER	CHRISTINE SALTER CORPORATE DIRECTOR RESOURCES
	9 November 2018

The following appendices are attached:

- Appendix 1 – Cabinet Response to the Report of the Policy Review and Performance Scrutiny Committee Entitled 'Customer Leadership'
- Appendix 2 – Draft Customer Charter