



## **OVERVIEW AND SCRUTINY**

### **Scrutiny Panel 3 - Customer Services**

#### **1. Purpose/Objectives of the Review**

To evaluate customer services with an emphasis around the effectiveness of the refurbished and extended one stop shop.

#### **2. Outcomes Required**

#### **3. Information Required**

#### **4. Format of Information**

#### **5. Methods Used to Gather Information**

#### **6. Co-Options to the Review**

#### **7 Equality Impact Screening Assessment**

- Scrutiny Officer to undertake an Equality Impact Screening Assessment shortly after the Scoping meeting

#### **8 Evidence gathering Timetable**

January 2012 – April 2012

- 5<sup>th</sup> January 2012 – Scoping meeting
- 2 February - Evidence gathering
- 1<sup>st</sup> March - Evidence gathering
- 21<sup>st</sup> March - Evidence gathering
- 19<sup>th</sup> April - Approval of final report

Meetings will commence at 6pm

## **9 Responsible Officers**

- Lead Officer Marion Goodman, Head of Customer Services and ICT
- Co-ordinator Tracy Tiff, Scrutiny Officer

## **10 Resources and Budgets**

- Marion Goodman, Lead Officer, to provide internal support and advice.

## **11 Final report presented by:**

- The Chair of the Scrutiny Panel to the Overview and Scrutiny Committee.
- The Chair of the Overview and Scrutiny Committee to then present the report to Cabinet.

## **12 Monitoring procedure:**

- Review the impact of the report after approximately six months (November/December 2012)