

ANGUS COUNCIL

SCRUTINY AND AUDIT COMMITTEE – 21 JUNE 2016

SCRUTINY PANEL REVIEW – CUSTOMER CARE

REPORT BY JANINE WILSON, SERVICE MANAGER – GOVERNANCE & CONSULTANCY

ABSTRACT

This report presents the draft report of the Customer Care scrutiny panel for consideration and agreement and outlines the ongoing monitoring arrangements.

1. RECOMMENDATIONS

It is recommended that the Committee:

- (i) Consider and agree the draft Customer Care scrutiny panel review report;
- (ii) Agree the report be placed before the Policy and Resources Committee at their meeting of 30 August 2016 with a recommendation from this Committee that the report and recommendations be agreed and the actions remitted to the relevant Strategic Directors to implement;
- (iii) Agree the onward monitoring arrangements for the report action plan and outcomes from the perspective of this committee

2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/COUNCIL PLAN

This report supports services in the delivery of all local outcomes contained within the Angus Community Plan and Single Outcome Agreement 2013-2016.

3. BACKGROUND

Reference is made to Item 9 of the minute of meeting of this Committee on 23 June 2015 where it was agreed that a scrutiny panel would be set up to take forward a review of Customer Care.

The scrutiny panel has completed their review and the draft report is placed before this committee for consideration, agreement and finalisation.

4. PANEL REPORT

The Customer Care Scrutiny Review report is attached as Appendix 1. The report has been considered and agreed by the Executive Management Team.

The panel chair will give a short presentation of the main findings and outcomes of the review after which questions can be asked of the panel chair and the report considered for agreement.

5. NEXT STEPS

Once the review report has been agreed as a final report by this committee, it will be passed to the Policy and Resources Committee for their consideration and comment. This committee will recommend that the report findings and recommendations be adopted and remit delivery of the action plan and outcomes to the relevant Strategic Director.

6. ONWARD MONITORING

In relation to completed scrutiny reviews, Policy and Resources, in an oversight role, will be the primary committee responsible for ensuring delivery of the outcomes of the review. The Scrutiny and Audit Committee will also retain an ongoing scrutiny role until satisfied that the outcomes have been met.

The roles of Policy and Resources and Scrutiny Committees are different but can be discharged on the basis of the same information. It is therefore recommended that Officer reports on progress, and any other related matters, be placed before both Committees for their respective considerations, at least on a six monthly basis.

7. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report.

8. EQUALITIES IMPLICATIONS

The issues contained in this report fall within an approved category that has been confirmed as exempt from an equalities perspective.

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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List of Appendices:

1. Report by the Scrutiny Panel on Customer Care