

ANGUS COUNCIL

POLICY AND RESOURCES COMMITTEE – 11 OCTOBER 2016

SCRUTINY AND AUDIT PANEL REVIEW REPORT

REPORT BY JANINE WILSON, SERVICE MANAGER GOVERNANCE

ABSTRACT

The report presents the report of the Customer Care scrutiny panel review for the Committee's consideration and agreement.

1. RECOMMENDATION

It is recommended that the Committee:

- (i) Note that the report has been agreed by the Scrutiny and Audit Committee
- (ii) Agree the report, recommendations and action plan, all contained in Appendix 1
- (iii) Remit the actions to the relevant officers to implement
- (iv) Note that progress reports in relation to the discharge of the action plans will be considered by both this committee and the Scrutiny and Audit Committee.

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

- 3.1 Reference is made to Item 9 of the minute of meeting of the Scrutiny and Audit Committee of 23 June 2015, where it was agreed that for 2015/16 there would be one major panel review and a number of mini reviews. It was agreed that the major review topic would be Customer Care.
- 3.2 The Customer Care scrutiny panel has completed its review and the draft report was submitted to the Scrutiny and Audit Committee on 21 June 2016 for consideration, agreement and finalisation. (Report 255/16 refers.)

4. PROPOSALS

- 4.1 The Customer Care review report, including the agreed action plan, is attached at Appendix 1.
- 4.2 The Scrutiny and Audit Committee agreed the report as final and agreed that it be passed to this committee for consideration and comment. The Scrutiny and Audit Committee recommends that the report findings and recommendations be adopted and that the actions be remitted to the relevant officers for implementation.

5. NEXT STEPS

- 5.1 The Policy and Resources Committee, in an oversight role, will be the primary committee responsible for ensuring delivery of the outcomes of the reviews. The Scrutiny and Audit Committee will also retain an ongoing scrutiny role until satisfied that the outcomes have been met.
- 5.3 The Scrutiny and Audit Committee, at its meeting on 21 June 2016, agreed 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.

6. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report

7. EQUALITIES IMPLICATIONS

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

NOTE: The background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) which were relied on to any material extent in preparing the above report are:
R328/14 and R330/14 to Communities

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List of Appendices:

1. Report by the Scrutiny Panel on Customer Care