



**NORTHAMPTON**  
**BOROUGH COUNCIL**

## **OVERVIEW AND SCRUTINY**

### **CUSTOMER SERVICES TASK AND FINISH GROUP**

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

- To evaluate the success of investments made in Customer Services since 2005.

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

- To establish whether the Service is providing value for money, offering a good service to the citizens of Northampton.
- To make recommendations for improvement, as appropriate.

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

- A synopsis of all information available
- Results of surveys undertaken
- Performance Indicator Statistics
- Evidence from the Portfolio Holder (Performance)
- Best practice Council – Kettering Borough Council
- Visits to internal services – observing process and speaking to employees and visitors:-
  - One Stop Shop
  - Call Centre
  - Switchboard
  - Cliftonville reception
  - Weston Favell Housing Office
  - Kingsthorpe Housing Office

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

- Officer reports/presentations
- Baseline data
- Best practice external to Northampton
- Site visits to internal customer service locations
- Witness interviews/evidence
- Portfolio Holder evidence

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

- Minutes of the meetings
- Desktop research
- Officer reports
- Examples of best practice
- Site visits
- Witness Interviews/evidence: -  
Customer Service Employees  
Visitors to the Council's customer service locations  
Portfolio Holder (Performance)

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

Mrs Marion Allen be approached suggesting that she is co-opted to this Review for its life. Mrs Allen was previously an NBC Councillor and had suggested that this issue be included onto the Overview and Scrutiny Work Programme.

#### **7. Evidence gathering Timetable**

November 2008 to May 2009

18 November 2008	Scoping Meeting
November 2008 to January 2009	Visits: Best Practice Council (Kettering Borough Council), NBC's customer services locations
3 February 2009	Evidence gathering
10 March	Evidence gathering
6 April	Evidence gathering
7 May	Finalise Chair's report

## **8. Responsible Officers**

Lead Officer            Cheryl Doran  
Co-ordinator          Tracy Tiff

## **9. Resources and Budgets**

Cheryl Doran, Assistant Head of Customer Services, to provide support and advice.

## **10 Final report presented by:**

Completed by 7 May 2009. Presented by the Chair of the Task and Finish Group to the Overview and Scrutiny Committee and then to Cabinet.

## **11 Monitoring procedure:**

Review the impact of the report after six months (December/January 2010)