



**Policy, Finance and
Development
Committee**

22 July 2014

Matter for Decision

Title: **Adoption of Terms of Reference for Customer Services Task Group**

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1. Introduction

This report requests the consideration and adoption of the appended terms of reference documents for the Customer Services Task Group.

2. Recommendations

2.1 That the Committee considers and adopts the terms of reference documents for the Customer Service Task Group, which are appended to this report as Appendix 1.

3. Information

3.1 On 29 April 2014, the Council adopted the recommendations of the 'Evolving the Council's Governance' report.

3.2 As part of that report it was agreed that a review of all existing Working Groups should take place early in 2014/15 to assess their relevance, if they are still needed and if so to revisit and firm up their purpose, terms of reference, reporting lines, relationships to other groups (to prevent silo working), frequency of meetings (which would be published in the annual Calendar), and membership.

3.3 The attached terms of reference are based on a standard format and incorporate the key outcomes that have been discussed and agreed by each respective Task Group.

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Background Papers:- Evolving The Council's Governance – 29 April 2014

Implications	
Financial (PL)	No significant implications
Risk	CR6; Regulatory Governance
Equalities (KG)	An EIA has been undertaken in respect of the task group
Legal (KG)	No significant implications