

Customer Services Task Group - Terms of Reference

1. Purpose and Remit of the Group

- a. To provide overall guidance and direction on policy issues and outcomes
- b. To agree draft outcomes, which for the Customer Services Task Group are:
 - That residents will have a positive and pleasant experience when they contact the Council and will feel valued and respected.
 - Staff will be passionate and enthusiastic about the services delivered to residents
 - To implement the Government's "Welfare Reform" agenda and principally the introduction of Universal Credit
 - To implement the national "Digital by Default" agenda – where residents make claims and are encouraged to do all their public sector business on line
 - To be more efficient and reduce costs through the effective use of technology
 - To achieve the residents expectation that they can transact on line - 24/7
 - To work closely with other organisations to achieve better outcomes for residents and make it easier for them to access multiple services in one place
 - To improve the web-site so it is compatible with mobile devices and easier to access and navigate
 - To provide a new 'face2face' customer service solution with assisted self serve from staff
 - To improve the residents telephony experience
 - The customer service teams will deliver a quality service with consistent answers irrespective of how residents access services
 - To provide a learning and development framework for customer service staff and introduce NVQ qualifications
 - To continue to provide additional support to vulnerable customers and those with complex needs
 - To continue to provide home visits for customers who need them
- c. To review the progress in delivering these outcomes
- d. To act as a sounding board for the officers
- e. To give guidance on solutions that will resolve any inconsistencies in policy or outcomes
- f. To ensure that the outcomes are achieved

2. Membership

- a. 10 members will be appointed to the Task Group at the Annual General Meeting each municipal year consisting solely of elected councillors
- b. The membership of the Task Group, wherever possible, will reflect the political representation of the Council as a whole.

3. Accountability and Duration

- a. As a minimum, the Lead Officer will meet with the Chairman of the Task Group at least one week prior to the Task Group meeting
- b. The Chairman of the Working Group will be nominated each year at the Annual General Meeting.
- c. The Lead Officer is the Welfare and Taxation Manager who will be supported by the Director of Services and Chief Executive.
- d. It is expected that the Task Group will exist for at least the 2014/15 municipal year
- e. The Task Group will report to Policy, Finance and Development Committee at least twice each municipal year.
- f. The Task Group will cease when the outcomes have been completed.

4. Working Methods

- a. The agenda and supporting papers for meetings will normally be circulated electronically at least five clear days before the date of the meeting.
- b. These terms of reference will be reviewed, and if necessary, updated at least annually.
- c. The minutes of the meeting will be provided to the Chairman of the Task Group in a timely manner.
- d. An action list will be drawn up following the meeting and provided to the Chairman with the minutes.