

## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

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| <b>Date of Meeting</b> | Thursday, 9 March 2017                  |
| <b>Report Subject</b>  | Customer Service Strategy               |
| <b>Cabinet Member</b>  | Cabinet Member for Corporate Management |
| <b>Report Author</b>   | Democratic Services Manager             |
| <b>Type of Report</b>  | Strategic                               |

### EXECUTIVE SUMMARY

The purpose of this report is to submit, for the Committee's consideration the attached report of the Chief Officer (Community & Enterprise) on the Customer Services Strategy. The Corporate Resources Overview & Scrutiny Committee is being consulted on the strategy prior to its consideration by Cabinet on 14<sup>th</sup> March 2017, and Members of the Community & Enterprise Overview & Scrutiny Committee have been invited to attend and participate in this item.

### RECOMMENDATIONS

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| 1 | The Committee is invited to consider and comment on the attached Customer Services Strategy and the covering report to Cabinet. |
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### REPORT DETAILS

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| <b>1.00</b> | <b>PURPOSE OF THE REPORT</b>   |
| 1.01        | The purpose of this report is to submit, for the committee's consideration the attached report of the Chief Officer (Community & Enterprise) on the Customer Services Strategy. The committee is being consulted on the strategy prior to its consideration by Cabinet on 14 <sup>th</sup> March 2017. |

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| 1.02 | The report which is attached as appendix 1 is the report to Cabinet and appendix 2 is the Customer Services Strategy.  |
| 1.03 | Members of the Community & Enterprise Overview & Scrutiny Committee have been informed that this item is to be considered by the Corporate Resources Overview & Scrutiny Committee before it is submitted to Cabinet. Community & Enterprise Overview & Scrutiny Committee Members have been invited to attend the meeting and participate in this item. |

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| <b>2.00</b> | <b>RESOURCE IMPLICATIONS</b>                          |
| 2.01        | None from this covering report: please see appendix 1 |

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| <b>3.00</b> | <b>CONSULTATIONS REQUIRED / CARRIED OUT</b>           |
| 3.01        | None from this covering report: please see appendix 1 |

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| <b>4.00</b> | <b>RISK MANAGEMENT</b>                                |
| 4.01        | None from this covering report: please see appendix 1 |

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| <b>5.00</b> | <b>APPENDICES</b>   |
| 5.01        | <ol style="list-style-type: none"> <li>1. Report of the Chief Officer (Community &amp; Enterprise) to Cabinet, 14<sup>th</sup> March 2017</li> <li>2. Customer Services Strategy</li> </ol> |

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| <b>6.00</b> | <b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>   |
| 6.01        | <p>None from this covering report: please see appendix 1</p> <p><b>Contact Officer:</b> Robert Robins, Democratic Services Manager<br/> <b>Telephone:</b> 01352 702320<br/> <b>E-mail:</b> Robert.robins@flintshire.gov.uk</p> |

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| <b>7.00</b> | <b>GLOSSARY OF TERMS</b>                              |
| 7.01        | None from this covering report: please see appendix 1 |