

SCRUTINY MANAGEMENT BOARD

Meeting date: 2 March, 2020

From: Executive Director – Corporate, Customer and Community Services

CUSTOMER PROGRAMME UPDATE

1.0 PURPOSE OF REPORT

1.1 This report provides an update on delivery of the customer programme.

2.0 ISSUES FOR SCRUTINY

2.1 Note progress made in relation to the customer programme and future plans for delivery.

2.2 Note and comment on the work done in relation to the people directorate.

2.3 Note the change in focus and pace across the programme.

2.4 Form a view on the pace and delivery of the customer programme in relation to specific key items.

2.5 Form a view on additional opportunities across the organisation.

2.6 Note the current MTFP savings.

3.0 BACKGROUND

3.1 The Customer Programme is one of the key transformation programmes across the organisation. The Customer Strategy was agreed in June 2018 and the year 2 delivery plan agreed by Cabinet in June 2019; significant progress has been made in the last 2 years to deliver on the aspirations in the strategy.

3.2 There has been a deliberate focus over the past 18 months on delivering improvements to the customer experience in key service areas, through an increased use of digital technology and the service centre. Members received an update on this at SMB in September 2019. It was agreed at the September meeting that SMB Members would visit the service centre. This has been arranged for 26 February.

- 3.3 This update provides SMB with an overview of progress with other aspects of the customer programme; including the people directorate. This update also gives SMB a more in depth view of key aspects of the programme. This information will be provided in a presentation to SMB.
- 3.4 A presentation is appended to the report.
- 3.5 Members are asked to note the progress being made including the work to support savings. Views are invited from Members about the pace and delivery of the customer programme; as well as feedback about additional opportunities across the organisation.

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Executive Director –Corporate, Customer and Community Services

4 September 2019

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Appendices:

Appendix 1: Presentation on progress with delivery of the Customer Strategy