

Committee: Overview and Scrutiny Commission

Date: 10 March 2015

Agenda item: Customer Contact Programme Update

Wards: All

Subject:

Lead officer: Sophie Ellis, Assistant Director of Business Improvement

Lead member: Cllr Allison, Deputy Leader and Cabinet Member for Finance

Contact officer: Sophie Ellis, Assistant Director of Business Improvement

Recommendations:

A. That the Commission discuss and comment on the recommendations associated with the award of the Customer Contact contract.

- 1.1. The purpose of this report is to provide the Commission with an update on the Customer Contact programme and enable discussion of any further details in relation to the recommendations made to Cabinet relating to the award of contract.
- 1.2. The Commission last received an update on the programme in January 2015.

2 DETAILS

- 2.1. On 9 March Cabinet considered a report and recommendations relating to the award of a contract as part of the Customer Contact programme. The report is appended to this report as Confidential Appendix A.
- 2.2. The Commission are asked to discuss and comment on the report and associated recommendations

3 ALTERNATIVE OPTIONS

- 3.1. See appended Cabinet report

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. See appended Cabinet report

5 TIMETABLE

- 5.1. See appended Cabinet report

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. See appended Cabinet report.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. See appended Cabinet report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. See appended Cabinet report.

9 CRIME AND DISORDER IMPLICATIONS

9.1. See appended Cabinet report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. See appended Cabinet report.

11 CONFIDENTIAL APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT.

A. Cabinet report 9 March 2015.

12 BACKGROUND PAPERS

See appended Cabinet report.