



Work Outline

Customer Services DRAFT

Co-ordinating Overview and Scrutiny Committee

Our key question:	How can BCC improve the experience of those using council services?
1. How is O&S adding value through this work?	By focusing on the customer experience and tackling areas of persistent failure, the Committee can assist the City Council to improve services most affecting citizens.
2. What needs to be done?	<p>There would be three elements to this work:</p> <p>1) The call-centre and councillor enquiries: to understand current performance and identify any areas for improvement</p> <ul style="list-style-type: none">• What does the evidence tell us about how the call centre operating – call volumes, call types, complaints, comments etc and how matters are escalated if needed;• What are some of the issues facing citizens – to identify some case study examples from councillor enquiries to understand the experience of citizens and how this might be improved. <p>This work would be led by the Co-ordinating O&S Committee – <i>September?</i></p> <p>2) Service Delivery: two or three service areas to be identified using data provided by the customer services team (including complaints, councillor queries, performance data etc), which could then be explored in detail to get to the root cause of the problem and therefore identify areas for improvement.</p> <p>This work could be conducted in two or three half day evidence gathering sessions.</p> <p>3) Engagement with citizens: to understand how engagement with citizens is currently carried out, both to inform services but also in encouraging participation in decision-making (as highlighted during the inquiry into Full Council, including how a genuinely participative process for policy making could be explored, perhaps on the Highbury Conference model and involving a citizen's jury, to develop green papers/white papers, facilitating "bottom-up" policy making; and how public questioning of the Executive might be enhanced).</p> <p>This work would be led by the Co-ordinating O&S Committee.</p>
3. What timescale do we propose to do this in?	<p>The evidence gathering to take place July to October</p> <ul style="list-style-type: none">• Final report back to Co-ordinating – November/December 2019



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	<ul style="list-style-type: none"> • Final report back to the Deputy Leader -- November/December 2019 • City Council meeting (if required): December 2019
4. What outcomes are we looking to achieve?	A set of recommendations to the Deputy Leader, possibly to be presented to Full Council.
5. What is the best way to achieve these outcomes and what routes will we use?	See above

Member / Officer Leads

Lead Member:	Cllr Carl Rice
Lead Officer:	Emma Williamson, Head of Scrutiny Services

Time Frame for Core Phases of the Inquiry

Meetings and evidence-gathering sessions:	July to October 2019
Drafting the report:	October/November 2019
Consideration of the draft report by the Committee:	November 2019
8-Day rule: Executive Comment:	November 2019
Reporting to the City Council:	December 2019