

Corporate Resources Overview and Scrutiny Committee Contact Centre Visit

10th November

Location: Woodcock Street, Room 312

Time: 1100-1300

Attendees:

Councillors: Waseem Zaffar, Randal Brew, Marje Bridle, Tristan Chatfield, Matthew Gregson, Jon Hunt, Changese Khan, Narinder Kaur Kooner, Chaman Lal, Yvonne Mosquito, Gary Sambrook, Ken Wood

Officers: Chris Gibbs – Service Director Customer Services, Paula Buckley – Assistant Director Customer Services, Phil Doherty – Head of Client Services, Georgina Foxwell – Head of Business Change and Service Improvement, Geraldine Collins – Head of Operations, Brian Hogg – Relationship Manager, Shona Adams – Relationship Manager, ***FWM colleagues TBC***

Agenda

1100 – 1130:

- Introductions
- Update on the transition of the Contact Centre over the past 12 months
- Culture change
- Improvements that have been implemented to improve the end to end process

1130 – 1230:

Call listening and introduction to the role of Resolution Champion

Split into two groups of six – Group A and B

- **Group A** – Council Tax
- **Group B** – Fleet and waste

1230- 1300:

Working lunch

- Q & A session
- Wrap-up

Close