

Customer Services Task and Finish Group Work Plan:

The Task and Finish Group's scoping document which describes its roles and responsibilities states that:

"Cabinet has recently approved a Customer Service Strategy supported by a business case to transform customer services within the Council.

The Task and Finish Group will learn about the proposals to change the delivery of services to customers and assess how effective those proposals are in terms of:

- *Speed*
- *Quality*
- *Cost*
- *Meeting customers' needs."*

A proposed work plan has been devised in order to enable the Group to fulfil these responsibilities. It comprises of 3 key sessions, during which a set of proposed process changes will be presented for the Group's consideration:

Date of Meeting:	Content:
8 th December	Proposals for: <ol style="list-style-type: none">1. Family Information Services2. Fostering3. School Admissions and Education Awards4. Special Educational Needs
15 th December	Proposals for: <ol style="list-style-type: none">1. Adult Social Care2. Adult Community Learning3. Answers Direct4. Libraries
9 th January	Proposals for: <ol style="list-style-type: none">1. Social Care Direct2. Highways

Heads of Service and Cabinet Members will attend the sessions and provide an overview of the proposals, demonstrating how they will impact on the way that customers interact with the Council. The Group will then have an opportunity to ask questions.

Finally, the Group will be asked to make recommendations to the Customer Services Programme Board (chaired by Cllr Martin) about how to take the work forward. These recommendations will be tabled at two Programme Board meetings – the first on the 19th December and the second on the 23rd January. Cllr Aldridge will be invited to attend these meetings to report on behalf of the Task and Finish Group.
