

CUSTOMER FIRST AND ACCOMMODATION ADVISORY GROUP
(Report of the Advisory Group)

1. INTRODUCTION

- 1.1 The Advisory Group met on 30th November 2006 and Councillors I C Bates, P L E Bucknell, S J Criswell, P J Downes, T V Rogers and L M Simpson were present. An apology for absence from the meeting was submitted on behalf of Councillor K Reynolds.
- 1.2 Also in attendance were Messrs C Hall, S Couper, D Monks, T Parker, R Preston, A Roberts, J Taylor, P Watkins and Mrs M Greet.
- 1.3 The report of the meeting of the Advisory Group held on 27th July 2006 was received and noted.
- 1.4 Councillor P L E Bucknell requested that it be recorded that his participation in debate and voting would be undertaken without prejudice to the consideration and/or determination of any relevant planning application subsequently by the District Council's Development Control Panel of which he was a member.

2. HEADQUARTERS AND OTHER ACCOMMODATION UPDATE NOVEMBER 2006

- 2.1 The Advisory Group received and noted a report by the Head of Technical Services on the progress of the new headquarters and other accommodation project. Having been acquainted with the provisions of the Development Agreement which recently had been executed, the Advisory Group discussed various aspects of the project. Particular reference was made to the protection from risk afforded to the Council by warranties attached to the Agreement, the long term use of the existing depot site and the savings that would be achieved through the improved energy efficiency of the new buildings and through the termination of consultants' contracts.

3. SCHEDULING THE CUSTOMER FIRST PROGRAMME

- 3.1 A report by the Head of Information Management on progress with the existing Customer First programme and the programme's priorities until the end of 2008 was received and noted.

4. CALL CENTRE MONTHLY PERFORMANCE REPORT OCTOBER 2006.

- 4.1 The Advisory Group received and noted a report summarising the recent performance of the Call Centre. Members' attention was drawn to the Centre's performance against its targets, the feedback that had been received following consultation with customers, the measures that had been taken to continue to provide services during "down time" with electronic systems and service plans over the Christmas period.

Chairman