

COMMENTS FROM OVERVIEW AND SCRUTINY PANEL (PERFORMANCE AND CUSTOMERS) – 14th June 2017

TRANSFORMATION REPORT – PUTTING OUR CUSTOMERS FIRST

The Overview and Scrutiny Panel (Performance and Customers) was presented the report on Transformation – Putting Our Customers First at the Panel meeting on 14th June 2017.

A concern was raised regarding the possibility of redundancies as a result of Transformation however the Executive Councillor for Transformation and Customers confirmed that there are currently no redundancies planned.

A Member commented that the Transformation mantra of ‘starts with the customer, ends with the customer’ does not fit with the decision to close the customer service centres in Ramsey, Yaxley and St Neots. The Executive Councillor confirmed that the closure of the centres is due to few residents using them as the majority of residents interact with the Council online or via the telephone.

The Panel stated that having an effective complaints procedure is important when interacting with the Council’s customers. Members were informed that Transformation will look into the complaints procedure however the programme is focusing on reviewing who the Council are today, who are the customers and what do they want.

Concern was raised that the Transformation has six main principles yet there is no framework for Members to be able to know whether the programme is achieving those principles.