

EXECUTIVE MEMBER FOR CORPORATE SERVICES AND ADVISORY PANEL

TUESDAY, 21 OCTOBER 2008

DECISIONS

Set out below is a summary of the decisions taken at the meeting of the Executive Member for Corporate Services and Advisory Panel held on Tuesday, 21 October 2008. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

Members are reminded that, should they wish to call in a decision, notice must be given to Democracy Support Group no later than 4pm on the second working day after this meeting.

If you have any queries about any matters referred to in this decision sheet please contact Jill Pickering.

5. CORPORATE CUSTOMER STRATEGY

Members questioned and commented on the following points:

- Page 22 under heading 'Designed for you' to read "We will engage with **our** customers"
- Requested confirmation that there would be feedback to consultees post consultation;
- Questioned necessity and use of information collected on the Equalities and Diversity form;
- Explanation requested of Customer Insight No. 1. Customer Identification, Annex 5, page 75 of 'We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information';
- The inclusion of a question 'Was the complaint dealt with to your satisfaction?' in the Monitoring the Customer Feedback Procedure in Appendix 2 of the report, page 57;
- Questioned any risk to the Strategies success with the Council HQ delays?

One Member expressed concern at the language used in the Strategy and stated that he felt by reshaping the vision that this could lead to a deterioration in and an impersonal customer service. He also suggested that a shortened version of the Strategy would he felt be more appropriate for consultation.

Advice of the Advisory Panel

That the Executive Member be advised to note the above points on the Draft Customer Strategy and the outline consultation plan.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To ensure that Members views are taken into account when shaping the Corporate Customer Strategy.

6. NATIONAL NON-DOMESTIC RATES, SUNDRY DEBTORS, COUNCIL TAX & OVERPAID HOUSING BENEFIT AND CAR PARK CHARGES - ACCOUNTS SUBMITTED FOR WRITE-OFF

Advice of the Advisory Panel

- (i) That the Executive Member be advised to note the amount of £357,866 of accounts valued at less than £2,000 written off in the 2008/09 financial year under the Head of Finance's delegated authority;
- (ii) That Officers be thanked for their successful and effective work in keeping arrears at a low level.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: For information, and to enable the Executive Member to monitor action taken under delegated powers.

7. UPDATE ON GERSHON EFFICIENCY SAVINGS

Advice of the Advisory Panel

- (i) That the Executive Member be advised to note the progress against the Gershon efficiency targets and the steps being taken to ensure that the Council achieves the harder targets;
- (ii) That staff be thanked for their efforts in achieving the efficiency savings throughout the Authority.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To update the Panel on progress against the Gershon efficiency targets.

