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**SERVICE PRESENTATIONS**

Committee: Personnel and Corporate Services Committee

Date: 7 February 2013

Author: Deputy Chief Executive

[M235]

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1.0 **ISSUE**

- 1.1 To receive a presentation from the Head of ICT and Customer Services to provide an insight into the Customer Services function.
- 1.2 To note that a review of the service has been undertaken following the establishment of the Council's new public reception and is to be reported on at this meeting.
- 1.3 Copies of the presentations will be circulated at the meeting.

2.0 **RECOMMENDATION**

- 2.1 Members of the Committee are requested to note the report and make any recommendations as to the style and content of future service presentations.

3.0 **BACKGROUND**

- 3.1 The Personnel and Corporate Services Committee has the following services within its scope.
- HR
  - Facilities Management (including Parks and Open Spaces, Asset Management and Civil Emergencies)
  - Legal and Democratic Services
  - Finance, Audit and Anglia Revenues Partnership (ARP)
  - ICT
  - Customer Services
- 3.2 An effective way to 'introduce' services is through a series of presentations which intend to both inform / explain the key elements of the service, e.g.: -
- Staff resources
  - Purpose/profile of service
  - Budget
  - Key partners
  - Key objectives and priorities
  - Service performance indicators
  - Examples from service plan
  - Risk assessment

3.3 The service presentations have been well received and it has been agreed that they will continue in 2012/13 and 2013/14 with those services, which ordinarily fall outside the terms of reference of this committee (however all of the Council services have staffing implications which ultimately fall within the scope of this committee). Recommendations relating to service delivery and budget would have to be directed to the relevant committee for determination however.

#### 4.0 FINANCIAL IMPLICATIONS

4.1 There are no additional financial implications.

#### 5.0 EQUALITY IMPACT ASSESSMENT (EIA)

5.1 An EIA is not required.

#### 6.0 APPENDICES

6.1 None.

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<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
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