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**To**

Scrutiny Co-ordination Committee

15<sup>th</sup> June, 2011

**Subject**

Task and Finish Group – Customer Management Review

**1 Purpose of the Note**

To ask the Committee to formally establish this Task and Finish Group.

**2 Recommendations**

- 2.1 The Committee is recommended to establish this Task and Finish Group, with the membership set out in paragraph 3.3 below.

**3 Information/Background**

- 3.1 On 23<sup>rd</sup> March this year a briefing was held for all Members about the Customer Management abc review, which is looking at improving and making more consistent the way in which the Council manages contacts with its customers.
- 3.2 At that briefing Members said that they wanted to be involved in this review by means of a task and finish group supporting specific aspects of the work.
- 3.3 Since then, the following Members have expressed an interest in being appointed to such a group:
- Councillor Fletcher  
Councillor Johnson  
Councillor Lucas  
Councillor Mal Mutton
- 3.4 It is therefore proposed that these Members comprise the group, which will agree the scope and objectives of its work at its first meeting.

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