

Scrutiny Committee – 10<sup>th</sup> July 2007

## 9. Contact Centre Overview Commission Scoping Exercise

*Lead Officer:* Emily McGuinness, Scrutiny Manager  
*Contact Details:* Emily.mcguinness@southsomerset.gov.uk or (01935) 462148

### **Purpose of the Report**

In March 2007, members of the Scrutiny Committee agreed to establish an Overview Commission to look at the performance of the Contact Centre. At that time, it was agreed that the Commission should meet during July and August.

### **Action Required**

It is therefore suggested that Members use the attached Project Plan to agree the scope of the review.

### **Report for Discussion**

The Project Plan covers all the key issues which should be discussed in order to ensure the review is focused.

There will be a facilitated discussion to help Members finalise the project plan and the Portfolio Holder and Head of Customer Services will be present to assist the discussion.

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**SOUTH SOMERSET DISTRICT COUNCIL  
SCRUTINY PROJECT MANAGEMENT**

**PROJECT PLAN**

**NAME OF OVERVIEW COMMISSION:**

Well Managed Services – Review of Contact Centre

**COMMISSION CHAIR:**

Rupert Cox

**COMMISSION MEMBERS:**

To be agreed

**LEAD OFFICER :**

Emily McGuinness – Scrutiny Manager

**SUBJECT TO BE REVIEWED:**

Performance of the Contact Centre

**REASON(S) FOR THE REVIEW :**

In March 2007, members of the Scrutiny Committee agreed to establish an Overview Commission, to meet in August 2007, to allow time for recent management decisions on the Customers First service to become evident. The should include reviewing target setting and priorities.

**IDENTIFY APPROPRIATE CORPORATE AIMS :**

Effective Contact Centre arrangements will underpin the successful delivery of all elements of the Corporate Plan.

**AIMS AND OBJECTIVES OF REVIEW : ( Remember to consider what is NOT to be included in the review)**

<b>KEY ISSUES :</b>			
<b>TIMESCALE :</b>	<b>ESTIMATED</b>	<b>REVISED (include reasons)</b>	<b>ACTUAL</b>
First meeting of Commission			
Scheduled updates to Main Scrutiny Committee			
Final Report to Main Scrutiny Committee :			
Report :			
<b>METHOD(S) OF REVIEW :</b>			
<b>DOCUMENTARY EVIDENCE :</b> (Internal/External)			
<b>CONSULTATION/RESEARCH :</b>			
<b>SITE VISITS :</b>			

**PROJECT OUTCOMES****CONCLUSIONS :****RECOMMENDATIONS :****EXECUTIVE CONSIDERED :****OUTCOME :****FOLLOW UP :****REVIEW OF PROCESS/COMMENTS :****SIGNED OFF BY CHAIR :****DATE :**