

Business Support Overview and Scrutiny Committee

BRIEFING NOTE – No. 10/14

Date: 15 May 2014

Briefing paper to: All Members of the Business Support Overview & Scrutiny Committee

Purpose: This briefing note was as a result of discussion at the meeting of this Committee on 19 March 2014.

Member User Group – Customer Contact

The Member User Group is a cross-party group and the following Members attend: Councillor Peter Hicks, Councillor Trevor Clarke, Councillor Pat Gulvin, Councillor Vince Maple and Councillor Geoff Juby.

The lead officer is Richard Hicks, Deputy Director, Customer Contact, Leisure, Culture, Democracy and Governance, with Stephanie Goad, Assistant Director, Communications, Performance and Partnerships and Martin Garlick, Head of Customer Contact also attending these meetings. Additional officers will be involved depending on the items being discussed at each meeting.

The Group meets on a quarterly basis. Agenda items have included Customer Contact performance, updates on Better for Less and Community Hubs. The Group has undertaken site visits to learn from the experience of others. The Group has recently discussed Welfare Reform, and the impact on services across the Council, as well as the potential relocation of Riverside 1.

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