CUSTOMER ACCESS GROUP Monday, 18th April, 2011

Present:- Councillor Wyatt (in the Chair); Emma Hill, Nicole Mighali, Rachel O'Neil, Robert Parker and Kevin Rimes.

Apologies for absence were received from Richard Garrad, Mark Leese, Andrea Pearson and Jasmine Speight.

83. MINUTES OF MEETING HELD ON 21ST FEBRUARY, 2011

Agreed:- That the minutes of the meeting held on 21st February, 2011, be agreed as a true record.

84. CHANGES TO THE CUSTOMER SERVICE EXCELLENCE SCHEME

Rachel O'Neil reported that on the changes to the above scheme.

The 4 certificated bodies linked to CSE had now acquired joint ownerships of the Standard so it would no longer be a Government run scheme as of 15° April, 2011. However, as far as the Authority was concerned, there were no changes at all apart from when reassessed the logo would have to be changed.

Jasmine Speight would be the corporate lead for CSE and had been requested to regularly update this Group.

Further to Minute No. 77 of the previous meeting, SLT had agreed to go pursue the option of partial reassessment for the next 2 years with a full assessment in the 3^{rd} year. Jasmine was to get the latest position from ENQC and then submit a report to SLT and Cabinet.

85. CUSTOMER SERVICE CONSOLIDATION

Rachel O'Neil stated that a report was to go to the Leader's meeting on 26th April on the above. She briefly reported on some of the findings of the review including Service Centres, reception points, secondary access points, telephony and 2010 Rotherham.

There had also been a number of transformational activities identified including Blue Badge renewal, School Admission, Housing Repairs and Licensing.

Phase 2 of the consolidation concentrated on Housing activities such as the Property Shop, 2010, the Homeless Service, Facilities Services and events and Box Office bookings.

School Admissions had been excluded from the review on cost effectiveness grounds.

86. CUSTOMER ACCESS STRATEGY REFRESH

Rachel thanked everyone who had passed feedback onto her. There was now a draft Customer Access Strategy that would be circulated for final comment. It

would then be submitted to SLT and formal consultation with customers.

87. RIVERSIDE HOUSE

Work on site was progressing well. The Customer Service part of the building was now firmed up.

Agreed:- That the next meeting be held at Riverside House with a tour of the building prior to the start of the meeting.

88. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Monday, 13th June, 2011 at 1.30 p.m. at Riverside House.