

MAIDSTONE BOROUGH COUNCIL

**CORPORATE SERVICES OVERVIEW AND SCRUTINY
COMMITTEE**

TUESDAY 6 JULY 2010

REPORT OF HEAD OF CHANGE AND SCRUTINY

Report prepared by Esther Bell

1. Customer Services Review – Terms of Reference

1.1 Issue for Consideration

1.1.1 To consider the scope of the Committee's Customer Services Review.

1.2 Recommendation of Head of Change and Scrutiny

1.2.1 The Committee is recommended to consider the attached scoping document and consider whether any amendments or additions need to be made.

1.2.2 The Committee is then recommended to approve the attached scoping document outlining the parameters of the "Customer Services" review.

1.3 Reasons for Recommendation

1.3.1 At the meeting of the Corporate Services Overview and Scrutiny Committee on 1 June 2010, Members agreed to carry out a review of the Council's Customer Services. The draft minutes of the meeting are attached at Agenda Item 7, 'Draft Minutes of the Meeting Held on 1 June 2010'.

1.3.2 The scoping document outlines the focus of the review and the terms of reference. This document will form the framework and boundaries for the review.

1.4 Alternative Action and why not Recommended

1.4.1 The Committee could decide not to scope its review, however establishing clear terms of reference prior to beginning the review will help to ensure that the review stays focussed and covers all areas that Members feel need to be taken into account.

1.5 Impact on Corporate Objectives

