

## OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

**Review Topic:** Single Front Office

### **Objectives:**

To ensure that the implementation of the Single Front Office is successful and meets all the principle objectives of the project.

To ensure that the customer experience and response times are meeting targets and productivity and performance continues to improve.

Maximising the use of technology to improve the effectiveness and efficiency of service delivery.

### **Desired Outcomes:**

To promote and increase the use of the Council's digital, self-service and online services for Members, Officers and Residents.

To provide the best efficient and effective customer service experience for the residents of Chorley within the current financial resources for the service.

That customer satisfaction of interaction with the Single Front Office remains of a high standard.

### **Terms of Reference:**

Understanding current provision and what the Council is aiming to achieve by implementing the Single Front Office.

Reviewing the productivity and performance information of the service.

Investigating areas of best practice amongst other Local Authorities Customer Service delivery and identifying any areas for improvement.

Looking at current budget resources and identified savings for the service.

Understanding online service provision.

### **Equality and diversity implications:**

Council's Digital Strategy

### **Risks:**

### **Venue(s):**

Contact Centre, Union Street  
Town Hall, Market Street, Chorley

**Chair:** Councillor Alistair Morwood

**Timescale:** 4 – 5 months

**Start:** August 2015

**Finish:** December 2015

## Information Requirements and Sources:

### Documents/evidence: (what/why?)

Performance and Productivity statistics  
Demonstration of technology behind MyAccount  
Viewing of the online services on the Council's website

### Witnesses: (who, why?)

Representatives of Wyre Council  
Representatives of Preston City Council (Telephony system)

### Consultation/Research: (what, why, who?)

Customer survey/feedback

### Site Visits: (where, why, when?)

Customer Contact Centre, Civic Offices, Union Street – Members to undertake shadowing of the Customer Services staff.

### Officer Support:

Lead Officer: Lesley-Ann Fenton (Director of Customer and Advice Services) and Azim Khan, (Head of Customer and IT Services)

Democratic and  
Member Services Officer: Dianne Scambler

### Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Total	_____

### Target Body<sup>1</sup> for Findings/Recommendations

(Eg Executive Cabinet, Council, partner)

<sup>1</sup> All project outcomes require the approval of Overview and Scrutiny Committee before progressing