

Communities Scrutiny Commission

Date 14th January 2019



Report of: Mike Jackson, Executive Director of Resources

Title: Customer Services Review

Ward: City wide

Officer Presenting Report: Rizwan Tariq / Penny Fell

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Recommendation

– None, information paper.



1. Summary

An overview of the contact volume dealt within Citizen Service has been provided.

2. Context

This Report sets out, as requested at the Communities Scrutiny Commission (CSC) planning meeting held on 27 November 2018, information on the further progress of the development, implementation and evaluation of the council's approach to effectively managing citizens' contact with council services, as well as the ability of Citizens Services to analyse the levels and types of contact made in order to drive continuous improvement.

3. Policy

Not applicable

4. Consultation

a) Internal

Not applicable

b) External

Not applicable

5. Public Sector Equality Duties

- 5a) Before making a decision, section 149 Equality Act 2010 requires that each decision-maker considers the need to promote equality for persons with the following "protected characteristics": age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation. Each decision-maker must, therefore, have due regard to the need to:
- i) Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act 2010.
 - ii) Advance equality of opportunity between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to --
 - remove or minimise disadvantage suffered by persons who share a relevant protected characteristic;
 - take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it (in relation to disabled people, this includes, in particular, steps to take account of disabled persons' disabilities);
 - encourage persons who share a protected characteristic to participate in public life or in

any other activity in which participation by such persons is disproportionately low.

- iii) Foster good relations between persons who share a relevant protected characteristic and those who do not share it. This involves having due regard, in particular, to the need to –
 - tackle prejudice; and
 - promote understanding.

5b)

Appendices:

- 1. Citizen Services Scrutiny Report - January 2019**

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

None