

AUDIT COMMISSION CUSTOMER FOCUS INSPECTION**EVIDENCE LOG****Electronic Evidence****(Stored on Corporate Z Drive – “Audit Commission Inspection Evidence File”)**

Reference No.	Details
A1	<p><u>The Vision</u></p> <ul style="list-style-type: none"> • IEG PID v.2 (Programme Board) • Customer Focus – Corporate Plan extract
A2	<p><u>Customer First Partnership</u></p> <ul style="list-style-type: none"> • 2005/06 Programme Review • Investments & Benefits Proforma • Reference from Project Manager • Customer First Partnership Response to Audit Commission • Stage/Project Plan • Partnership Values Statement • Project Initiation Document • Customer First Partnership Report
A3	<p><u>Shared Services</u></p> <ul style="list-style-type: none"> • Outline of Business Case to Wiltshire Customer First Partnership. • ICT Hardware Procurement - Highlight Report May 2006 • ICT Procurement - Update to Board July 2006 • BC Joint Services Option scoring workbook July 2006 • Progress Report August 2006 • Minutes of CMB Meeting • Joint Commissioning Final Report Sept 2006
B1	<ul style="list-style-type: none"> • Customer Satisfaction Survey – Electronic Version • Customer Satisfaction Survey Results – Collated Monthly
B2	<ul style="list-style-type: none"> • Access Policy • Good Access Benefits All

Appendix C

C1	Best Value Satisfaction Surveys – General and Benefits
C2	Joint Survey with Wiltshire County Council and other Local Authorities in respect of Gypsy & Traveller Community
C3	<p><u>Consultation with Under-Represented Groups</u></p> <ul style="list-style-type: none"> • Accessibility Survey • Disability Equality Scheme – Consultation Comments 21st/22nd July 2006 • Draft Disability Equality Scheme • DES Consultation • Disability Equality Scheme – Consultation from Stakeholders 27th July 2006 • First Page of Equality Diversity • Disability Equality Scheme – Consultation Comments with the Disabled • Disability Equalities Scheme – Consultation Officer Comments/Feedback • Minutes of the Equality & Diversity Meeting 2nd June 2006 • Joint Local Authority Disability Equality Awareness Event
C4	<p><u>Young Peoples Council</u></p> <ul style="list-style-type: none"> • Notes from meetings held Jan – October 2006
D1	LPI 22 – Measuring Customer Satisfaction with the telephone service – Draft Questionnaire.
E1	<p><u>Embedding Equality & Diversity Across the Council</u></p> <ul style="list-style-type: none"> • Disability Awareness Training • Respect for People – Induction Slides • Respect for People – LJCC Oct 2006 • Respect for People – Letter to accompany workbook • Equalities Working Group – Notes/Actions 10th Jan 2006 • Equalities Working Group – Notes/Actions 23rd Jan 2006
E2	Louder Than Words Action Plan
E3	<ul style="list-style-type: none"> • Chargeable Service Analysis • Copy of MARIS Report with new Equality & Diversity section

F1	<p><u>Peoples Voice</u></p> <ul style="list-style-type: none"> • Key Results – Peoples Voice March 2006 • Text Comments – Peoples Voice March 2006 • Frequencies Table – Peoples Voice March 2006 • Peoples Voice Questionnaire September 2005 • Peoples Voice Feedback Letter
F2	<p><u>Comments & Complaints</u></p> <ul style="list-style-type: none"> • Process maps • Project Brief
F3	<p><u>Budget Consultation</u></p> <ul style="list-style-type: none"> • Budget consultation results for 2006/2007. • Policy Day Workshop – Results/Members Feedback • Budget Consultation Report to Council • Members Policy Day 29th Sept 2005
F4	<p><u>Equalities & Diversities Policy</u></p> <ul style="list-style-type: none"> • Feedback from Stakeholders that informed the final policy 12th December 2005 • Member Equality Working Group Notes/Actions 23rd Jan 2006 • Feedback Community Planning Team
G1	Corporate Service Standards – Electronic Version
G2	ICE Festival – Consultation undertaken and results
H1	<p><u>Customer Services Managers Forum</u></p> <ul style="list-style-type: none"> • Minutes from July/Aug/Sept 2006 Meeting • Audit Commission Report Aug 2006
H2	<p><u>Single Non-Emergency Number</u></p> <ul style="list-style-type: none"> • Bid document for Customer First Partnership • Outcome of Bid letter • SNEN Wave 2 Expression of Interest • Kick-off Meeting – Presentation 29th June 2006

Appendix C

	<ul style="list-style-type: none">• Presentations – Bidding Process/Partnership Support/Communications & Marketing/Telephony/IT• Executive Report – 31st Aug 2006
J1	<p><u>Business Process Mapping</u></p> <ul style="list-style-type: none">• Certificate of Partner Enrolment• Presentation Slides
K1	<p><u>Communications Group</u></p> <ul style="list-style-type: none">• Communications Plan• Staff Questionnaire Action Plan• Staff Survey 2005 Results
K2	<p><u>Staff Focus Group</u></p> <ul style="list-style-type: none">• Key Points and Actions from Meeting• Staff Focus Group Summary & Actions
HR1	<p><u>HR Strategy</u></p>
GB1	<p><u>Growth Bid</u></p> <ul style="list-style-type: none">• Capital Growth Bid Form• Growth Revenue Bid Form• Executive Minutes 9th Feb 2006

View on Site Evidence

Reference No.	Details
VOS1	Lotus Notes <ul style="list-style-type: none"> • ICE Database
VOS2	Lagan Customer Relationship Management System (CRM)
VOS3	Visitors Car Park and Permit scheme in operation
VOS4	North Wiltshire District Council Website (A) http://www.northwilts.gov.uk/index/community/equality_and_diversity/equality_diversity/equality_impact_assessments.htm (B) http://www.northwilts.gov.uk/index/council-democracy/councils/cd_councils-contact_consultation_and_feedback/customer_service_charter.htm (C) http://www.northwilts.gov.uk/index/community/community_living_young_people/cd_councils_young_people_s_council.htm
VOS5	General Reception Area
VOS6	Level 1 of Equality Standard - E-Sat Database
VOS7	Best Value & E-mas Database showing LPI information <ul style="list-style-type: none"> • LPI 14/15/16/20/21
VOS8	Lotus Notes <ul style="list-style-type: none"> • ComMis Database (To 31st May 2006) • Maris Database (From 1st June 2006)