

**Wiltshire Council**

**Organisation and Resources Select Committee**

**20<sup>th</sup> January 2011**

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**Scrutiny Representative on Project Boards Update**

**Name of Board: Customer Focus Project Board**

**Reported by Scrutiny Representative:**

**Summary of the Boards work:**

The Delivering Customer Focus programme, led by the Board, covers and works within the major programmes of the council: Workplace Transformation and service redesign through Business Transformation. Through this, it shows how the board's goals will be achieved, in part, through these programmes.

The programme covers the redevelopment of our customer channels. It also addresses the use of paper for service delivery (forms, information and correspondence) through service redesign led by Business Transformation.

The programme also addresses aspects of the organisation that contribute to customer focus, in particular: use of customer insight and research, communication with our customers, measurement and continuous improvement, human resources, and culture.

**Significant achievements or progress of the Board since the last update:**

It has been proposed that due to an overlap in responsibilities the Customer Focus Group should merge with the Shaping the Future Group, who are responsible for developing the culture of the organisation. The Customer Focus Board is considering this on the 19<sup>th</sup> January and, should it be accepted, the new board would determine a revised membership and terms of reference at its first meeting.

It is suggested the Committee may like to request a report on the new arrangements for consideration at the next appropriate Select Committee. At that time, Councillors will be able to decide on the best way forward.

**Current significant risks to the Council or issues/delays for the Board to resolve:**

**Milestones for the short-term future:**

Due to personal reasons, the Scrutiny Representative has not been able to scrutinise the boards work. Given this, Cllr Peggy Dow has requested that an alternative representative be identified.

**Date of the next meeting: 19<sup>th</sup> January 2011**