

Customer Focus Working Group - Terms of Reference

Membership:	Portfolio Holders for Resources & Democracy and Customers & Partners, plus 5 other Members (preferably one from each community area).
Political proportionality:	Advisory Bodies do not have to be politically proportional.
Meetings:	Every 2 - 3 months, or as required.
Open to the Press & Public:	Meetings will be held in private unless the public are specifically invited to attend (access to information rules do not apply). Agendas and Minutes will remain confidential unless the Chairman of the Working Group decides otherwise.
Quorum:	There is no quorum for an Advisory Body.
Decision Making:	No - the Working Group will advise the Portfolio Holders and where appropriate, make recommendations to the Executive and Council.

Terms of Reference:

The Customer Focus Working Group shall be a consultative body appointed by the Portfolio Holders for Resources & Democracy and Customers & Partners to assist and share knowledge and views:

- To receive regular updates of the "Improving Access to Information and Services" (ICE) programme 2005-2007 and its relation to the national e-Government programme and the Government Efficiency Targets.
- To understand the developments of e-Government both locally and nationally and its impact on the customers of North Wiltshire District Council.
- To be kept updated with the work being carried out by the Wiltshire and Swindon Customer First programme.
- To be informed about the developments of projects, hardware and software that can be made using Information and Communication Technology (ICT).
- To monitor and review members requirements for access to ICT.
- To embrace and monitor the Council's vision and strategy for delivering the customer focus priority.
- To receive updates in respect of efficiency gains made in relation to e-government and customer focus.