

## **Report of the Chair**

**Corporate Services Cabinet Advisory Committee – 28 September 2016**

### **CUSTOMER CONTACT ASPECT**

The Head of Communication and Customer Engagement and the Customer Services Manager presented a report on Corporate Customer Services to the last Cabinet Advisory Committee on 31 August 2016. The Committee discussed the contents of the report at the meeting, noted the contents and asked for an update report to be provided to a future meeting.

However, the Cabinet Member for Transformation and Performance has given the Committee terms of reference to guide investigations. The Terms of Reference are attached at Appendix A. The report provided to the last meeting by the Head of Communication and Customer Engagement is attached at Appendix B.

The Committee must therefore consider which area of Customer Contact Aspect it wishes to investigate in order to be able to report progress to the Cabinet Member.

**Background Papers:** None.

**Appendices:** Appendix A – Terms of Reference  
Appendix B – Report on Corporate Customer Services  
– 31<sup>st</sup> August 2016