

Mid Devon District Council Scrutiny Proposal Form

(This form should be completed by Member(s), Officers and / or members of the public when proposing an item for Scrutiny).

Note: The matters detailed below have not yet received any detailed consideration. The Scrutiny Committee reserves the right to reject suggestions for scrutiny that fall outside the District Council's remit.

Proposer's name and designation	Councillor F Letch Chair of Scrutiny Committee	Date of referral	
Proposed topic title	Review of Customer Experience		
Link to national, regional and local priorities(Corporate Plan) and targets	<p>Corporate Plan – Overarching Priorities: Efficiencies and Value for Money Digital Transformation</p> <p>Priority 3 – Help people access services digitally, work on digital inclusion and digital transformation projects to help people access our services Priority 5 – Review ICT and Telephone requirements etc...</p>		
Background to the issue	<ul style="list-style-type: none"> • Perceived failures or delays in communication between departments/systems with the organisation • Clarity and ease of public access to information on website • Adverse comments from public and members on some issues 		
List main points this report should cover (What do you want to achieve?)	<ul style="list-style-type: none"> • Understand the customer experience across multiple channels • Understand the limitations of data sharing between departments and explore how to improve cross-service working to expedite customer enquiries • Identify opportunities for improving councillor experience, including information and training as necessary • Analysis of customer usage and experience of MDDC website <p>Consider enquiry/case management practices and how these serve the customer</p>		

Should this be referred to the appropriate PDG/ Committee?	Suggestion is the working group should be from within Scrutiny Committee
What degree of priority is this issue? 1 = Urgent 2= High 3=Medium 4=Low	2