

Budget Scrutiny Task Group Customer Services 9 th September 2015 Potential Areas for Savings 2016/17	Item No 6
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Outline

This group will review how the Council is using its intelligence about service delivery and the interaction between residents (and businesses) and the council to meet needs and to manage demand.

Customer Services is one of the Council's cross cutting programmes outlined in the [Council's Corporate Plan for 2015-2018](#). This cross cutting programme will look at a wider range of Council services using a 'whole system' approach from first customer contact to completion of the task. Information will be presented as a combination of reports and presentations.

The report attached covers Library, Heritage and Culture Services. The report provides information about current: provision, spend, staffing, performance, savings to date and potential saving areas for 2016/17.

Action

The Scrutiny Task Group is asked to give consideration to the report and presentations.