

The Highland Council

Minutes of Meeting of the **Customer Services Board** held in Committee Room 1, Council Headquarters, Glenurquhart Road, Inverness on Monday, 20 April 2015 at 11.00am.

Present:

Dr A Sinclair
Dr I Cockburn
Mrs M Davidson
Mr J Gordon
Mr R Laird

Mr B Lobban
Mrs D MacKay
Mr H Morrison
Mr G Rimell
Mr H Wood

Also Present:

Mr D Fallows

Officials in attendance:

Ms Michelle Morris, Depute Chief Executive/Director of Corporate Development
Ms V Nairn, Head of Digital Transformation
Ms T Page, Customer Services Manager
Miss J MacLennan, Democratic Services Manager

Dr A Sinclair in the Chair

Business

1. Apologies for Absence

There were no apologies for absence.

2. Declarations of Interest

There were no Declarations of Interest.

3. Minutes of the Last Meeting

There had been circulated Minutes of the last Meeting held on 17 March 2015 which were **NOTED**.

4. Exclusion of the Public

The Board **RESOLVED** that, under Section 50A(4) of the Local Government (Scotland) Act 1973, the public should be excluded from the meeting for the following items on the grounds that they involved the likely disclosure of exempt information as defined in Paragraphs 1 and 6 of Part 1 of Schedule 7A of the Act.

5. Customer Services Review – Progress Update Paper

There had been circulated to Members only Report No. CSB/4/15 dated 10 April 2015 by the Depute Chief Executive/Director of Corporate Development which provided an update on ongoing work in relation to the Customer Services Review.

Following confidential discussion, the Board **NOTED** the terms of the report as circulated.

6. Customer Services Board – Draft Consultation Update

The following documents had been circulated to Members only –

- Report on Focus Groups and Telephone Interviews – Final Draft
- Individual and Community Group Feedback - Draft

Following confidential discussion, the Board **AGREED** that a formal response to the consultation should be requested from the Trade Unions and that further to this both documents could be finalised and made public in due course.

7. Work Reallocation Paper and Potential Alternative Provision Model

There had been circulated to Members only Report No. CSB/5/15 dated 14 April 2015 by the Depute Chief Executive/Director of Corporate Development which provided a further update on the potential reallocation of work, the alternative proposals which had been requested by Members and the associated costs/savings for those proposals.

During confidential discussion, Members of the Board confirmed that they were now more comfortable with the proposals which were being worked through but that there was a need for more detail to be presented to the next meeting in relation to Access Point models, specifically where they would be located in future, what they would look like at a local level and the associated staffing impact.

Thereafter, it was **AGREED** that a further report should be submitted to the next meeting, accompanied by businesses cases where necessary, to allow more detailed consideration of the proposals which had been put forward and specifically the most appropriate levels of service to be provided in future.

The meeting ended at 12.30pm.