
Report of Head of Governance and Scrutiny Support

Report to Environment, Housing and Communities Scrutiny Board

Date: 24th July 2017

Subject: Inquiry into reducing repeat customer contact – formal response

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. Last year, the Citizens and Communities Scrutiny Board conducted an inquiry into reducing repeat customer contact through tackling failure demand. This inquiry concluded in March 2017 and a report setting out the Scrutiny Board's findings and recommendations was published in April 2017 ([link to inquiry report](#)).
2. It is the normal practice to request a formal response from the relevant Directorate(s) to the Board's recommendations once a report has been published. Details of the formal response to the Board's recommendations are attached for Members' consideration (see appendix 1).

Recommendations

3. Members are asked to consider the formal response to the recommendations arising from the Scrutiny Board's inquiry into reducing repeat customer contact.

Background papers¹

4. None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.