

Appendix 1 Customer Focus Task and Finish Group – Draft Terms of Reference

Customer Focus Task and Finish Group

Terms of Reference

Overall Objective

The overall objective of the Customer Focus **Task and Finish** Group is to engage with the Customer Focus Programme, to provide advice and guidance regarding Elected Members' requirements, to influence the design of the Customer Hub to ensure Members' needs are met.

Detailed Objectives

1. To provide political support in terms of party groupings and the Strategic Policy and Resources Committee for the delivery of the Council's Customer Focus programme.
2. To support the development and implementation of the Council's Customer Focus programme.
3. To hold officers to account for the delivery of an agreed programme of work.
4. To track and monitor the achievement of agreed outcomes.

Membership

- All political party groupings should be represented.
- Each political party grouping should have one representative.
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Ways of Working

- The **Task and Finish** Group will decide on arrangements for chairing the meetings.
- The **Task and Finish** Group will meet as required. .

Governance

- The **Task and Finish** Group will not have decision-making powers. The minutes of its meetings will be reported to the Strategic Policy and Resources Committee.