

OVERVIEW & SCRUTINY

Council Redesign Programme and Accessibility Review Panel

Members

Councillors Mandy Darling (Chairwoman), Atiya-Alla, Barnby, Barrand, Brown, Douglas-Dunbar, Foster, Kennedy, Chris Lewis, Loxton, Mills and O'Dwyer

(Contact Governance Support on t: 01803 207087 or e: governance.support@torbay.gov.uk)

A meeting of **Council Redesign Programme and Accessibility Review Panel** will be held on **Thursday, 10 June 2021** commencing at **5.30 pm**

The meeting will be held remotely via Zoom (the links to the meeting are set out below)

Join Zoom Meeting

<https://us02web.zoom.us/j/84257532380?pwd=MmZmMEN6RGFabmlKZVNsdzdwUXFsQT09>

Meeting ID: 842 5753 2380 Passcode: 154251 One tap mobile

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Agenda

1. **Information Gathering - Council Redesign Programme and Accessibility** (Pages 5 - 24)
 1. To ensure that future customer interactions with the Council are as effective and efficient as possible.
 2. To test the plans for customer relationship management against the data – qualitative and quantitative – on our current customer services feedback.
 3. To receive an interactive demonstration of the preferred bidder through exploring Council's websites who use this supplier.
 4. Agreement of further Key Lines of Enquiry and future decision points around which members wish to seek assurance for the next meeting.

Key Lines of Enquiry:

- Will the programme improve face to face contact for those who need it?
- How has feedback from members of staff been used to inform the implementation of the CRM system?
- How will the new customer relationship management system look to the customer?

(Note: Arising from this meeting, the Task-and-Finish Group will have identified “gaps” in the customer services feedback which they can test at Meeting 4 with the community and voluntary sector groups.)

Instructions for the press and public for joining the meeting

If you are using an iPad you will need to install Zoom which can be found in the App Store. You do not need to register for an account just install the software. You only need to install the software once. For other devices you should just be taken direct to the meeting.

Joining a meeting

Click on the link provided on the agenda above and follow the instructions on screen. If you are using a telephone, dial the Zoom number provided above and follow the instructions. (**Note:** if you are using a landline the call will cost up to 13p per minute and from a mobile between 3p and 55p if the number is not covered by your inclusive minutes.)

You will be placed in a waiting room, when the meeting starts the meeting Host will admit you. Please note if there are technical issues this might not be at the start time given on the agenda.

Upon entry you will be muted and your video switched off so that only the meeting participants can be seen. When you join the meeting the Host will unmute your microphone, ask you to confirm your name and update your name as either public or press. Select gallery view if you want see all the participants.

If you have joined the meeting via telephone, your telephone number will appear on screen and will be displayed for all to see until the Host has confirmed your name and then they will rename your telephone number to either public or press.

Speaking at a Meeting

If you are registered to speak at the meeting and when it is your turn to address the Meeting, the Chairman will invite you to speak giving the Host the instruction to unmute your microphone and switch your video on (where appropriate) therefore please pause for a couple of seconds

to ensure your microphone is on.

Upon the conclusion of your speech/time limit, the Host will mute your microphone and turn off your video.

Meeting Etiquette for Registered Speakers – things to consider when speaking at public meetings on video:

- Background – the meeting is public and people will be able to see what is behind you therefore consider what you will have on display behind you.
- Camera angle – sit front on, upright with the device in front of you.
- Who else is in the room – make sure you are in a position where nobody will enter the camera shot who doesn't want to appear in the public meeting.
- Background noise – try where possible to minimise background noise.
- Aim to join the meeting 15 minutes before it is due to start.