

## CORPORATE SCRUTINY COMMITTEE – THURSDAY, 18 JUNE 2026

Scrutiny comments made on: Customer Service Performance 2025/26

Date considered by Cabinet: 23 June 2026

	Comments/recommendations from scrutiny	Advice provided by officers at the Scrutiny meeting	Cabinet response
C1	<b>Call Handling:</b> Members raised concerns about the length of time taken to handle calls	Officers clarified that this was caused by staffing issues, vacant posts and an increase in the number of complex enquiries received.	
C2	<b>Callback Service:</b> It was asked whether there was a callback service in place.	Officers confirmed that this was not supported by the current telephony provider, but this was something they were looking to introduce with a new contract, as the contract with the current provider was due to end the following year.	
C3	<b>Avoidable Contact:</b> Members asked who determined whether contact was 'avoidable'.	Officers confirmed that this was the call handler's interpretation, and reassured members that all staff had been trained so that avoidable contact could be accurately identified.	