

Proposed Cabinet response to recommendations from Overview and Scrutiny on Channel Choice and Telephone Access

Recommendation arising from the Overview and Scrutiny Committee meeting on 26 September 2023.

Recommendation	Agree (Y / N)	Comment	Responsible Cabinet Member	Lead Officer
1. That the trial set out in the report is approved (the outcome of the trial will be reported back to Overview and Scrutiny before a final decision on the service is made by Cabinet), with consideration of when the report should come forward;	Y	It was agreed that the outcome of the trial would come back to Cabinet as soon as we have reliable data to suggest that it has been successful (or not) and that the follow up report would go to O&S before going back to Cabinet.	Councillor Tony Dale, Cabinet Member for Economy and Transformation	Jon Dearing, Assistant Director for Resident Services
2. That Cabinet Members receive data regarding call volumes for Cotswold District Council and not just the combined figures with West Oxfordshire, and graphs to show trends;	Y	We agreed that I would relay the telephone data at the Cabinet meeting on 2/10/2023, to show the percentage split between CDC and WODC.	Councillor Tony Dale, Cabinet Member for Economy and Transformation	Jon Dearing, Assistant Director for Resident Services
3. That the report that will be received after the six month trial includes an Equalities Impact Assessment;	In part (N + Y)	We said that a report would come in 6 months at the latest but may be earlier if we can demonstrate, earlier, that it has been successful. The EIA has already been agreed by the Monitoring Officer but a follow up EIA will be presented with the follow up report.	Councillor Tony Dale, Cabinet Member for Economy and Transformation	Jon Dearing, Assistant Director for Resident Services



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4. That Cabinet Members consider concerns raised by committee members regarding consultation with affected staff, and whether savings can be realised without redundancies.	N	I thought we addressed this at the O&S meeting. I confirmed that officers have been consulted throughout and assured that there will be no redundancies.	Councillor Tony Dale, Cabinet Member for Economy and Transformation	Jon Dearing, Assistant Director for Resident Services
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