

## Appendix 3

Comment [PM]: Duplication

### Customer and Support Services

The following table details the various activities currently in scope for Customer & Support Services. The right column shows which service is offered by each partner Cheltenham (C), Forest of Dean (F), Cotswold (CO) and West Oxfordshire (WO). ~~There is one item identified as out of scope at the present time.~~

| Reception / Face to Face   |   |
|--|---|
| Provision of main reception facility includes meet and greet / drop off collection point / sales / examination of electoral register / language Support schemes  | C / F / CO / WO   |
| Face to face information provision by Customer Service team includes public access / planning / enforcement / building control / licensing / pest control / housing / public protection / benefits / waste / recycling / bulky refuse / payments   | C / F / CO / WO<br>(not all partners provide all information) |
| Cashier Service for Public including advice/guidance/forms   | C / CO (Moreton) / WO (TCS)                                   |
| Tourist information  | F / CO (Moreton) / WO (Guildhall & TCS)                       |
| Enquiries Dealt with First Point of Contact – Tel/Email  |   |
| Telephone / email service/support including switchboard / signposting / payments / waste (including garden) / recycling / bulky waste / street cleansing / fly tipping / bins / dog fouling / council tax / planning / street wardens / pest control / public protection / Forest Linkline / Cotswold Careline | C / F / CO / WO - (not all partners provide all info)         |
| Parks / gardens / sports pitch bookings  | C   |
| Housing and Homelessness   | WO  |
| Support / Administrative / Other   |   |
| Management of meeting rooms  | C / F / CO / WO   |
| Updating displays / television / information boards / websites   | C / F / CO / WO   |
| Processing cheques / payments / petty cash / Allpay / refunds  | C / F   |
| Assist electoral registration / democratic services  | C / F / CO / WO   |
| Contact for Tell Us Once   | C / CO  |
| General services including CCTV, co-ordination of PCI / SAQ submission, contact for Lloyds Cardnet contract, car park income collections, foreign pension verifications, Deposit Box, public notices, archives, trade waste bag deliveries, stationery and office supplies, vending machines                   | C   |
| Mail, post and lost property service   | C / WO  |
| Custodian services and ceremonial function service   | C / WO  |
| Council tax, benefits and licensing administrative service   | CO / WO   |
| Logging complaints and customer satisfaction questionnaires  | CO / WO   |

|   |         |
|---|---------|
| Web & Social Media customer Communications  | CO / WO |
| Logging, registering and acknowledging FOI requests   | WO / CO |
| <b>Generic Activities – All Partners</b>  |         |
| Management of people  |         |
| Management of financial resources   |         |
| Management of non-financial resources   |         |
| Production of reports as and when required  |         |
| Attendance at meetings / dealing with member information requirements as required   |         |
| Maintaining appropriate legislative/regulatory/professional knowledge/networks  |         |
| Writing appropriate policies, procedures and guidance notes   |         |
| Corporate responsibilities e.g. responding to FOI requests, safeguarding, business continuity, emergency response, equality, prevent, audit and health and safety |         |