

## Customer Management and Benefits and Exchequer Services

### SUMMARY

- 1.1 The Resources and Governance Scrutiny Board will receive a presentation from Director of Customer Management on services that fall within the department.

### RECOMMENDATION

- 2.1 To receive the presentation and consider items for in-depth scrutiny.

### REASONS FOR RECOMMENDATION

- 3.1 The board is responsible for scrutiny of items that fall within its portfolio.

### SUPPORTING INFORMATION

- 4.1 The Director of Customer Management has been invited to inform and update the members on services that fall within the department. This presentation will enable members to gain better understanding of the services under its remit and consider items for detailed scrutiny.

### OTHER OPTIONS CONSIDERED

- 5.1 None

This report has been approved by the following officers:

<b>Legal officer</b>	N/A
<b>Financial officer</b>	N/A
<b>Human Resources officer</b>	N/A
<b>Service Director(s)</b>	Kath Gruber – Director of Customer Management
<b>Other(s)</b>	Phil O'Brien – Head of Democratic Services

<b>For more information contact:</b>	Mahroof Hussain 01332 643647 mahroof.hussain@derby.gov.uk
<b>Background papers:</b>	None
<b>List of appendices:</b>	Appendix 1 – Implications

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

1.1 None arising from this report

**Legal**

2.1 Rule OS 24 of the constitution requires the Council Cabinet to respond within two months of receiving scrutiny reports. This requirement is also covered in Schedule 2, Section 9FE of the Localism Act 2011.

**Personnel**

3.1 None arising from this report

**Equalities Impact**

4.1 None arising from this report

**Health and Safety**

5.1 None arising from this report

**Environmental Sustainability**

6.1 None arising from this report

**Asset Management**

7.1 None arising from this report

**Risk Management**

8.1 None arising from this report

**Corporate objectives and priorities for change**

9.1 This report affects all the corporate priorities and objectives of the Council Plan

2011 -2014.