

Item 155b/09

Summary of Customer Services Committee Meeting 27th May 2009

<p>In Attendance Committee: Sheila Large, Steve License, Stef Nelson</p>	<p>Apologies Committee: Marie Wright</p>
<p>In Attendance HHT: Noel Sharpe, Teresa Tierney, Simon Edge, Katie Hamlett, Mark Lloyd, Barbara Guile, Jonathan Horsfall</p>	<p>Apologies HHT: None</p>
<p>In Attendance other: Jan Dryhurst (Family Intervention Project Manager, HBC)</p>	
Subject	Key Issues
<p>Terms of Reference Review</p>	<ul style="list-style-type: none"> • Committee proposed that no amendments be made to its terms of reference
<p>Payment Card</p>	<ul style="list-style-type: none"> • Committee approved the development of a single payment card to cover all sub accounts for our customers • Committee approved the principles of cash cascading as a method of cash allocation to be determined by the Trust.
<p>External Boundaries Report and Presentation</p>	<ul style="list-style-type: none"> • Committee agreed an external boundary replacement programme working on a 'worse first basis' to ensure resources are directed to locations of need (estate by estate) • '70/30' criteria agreed for replacing boundaries
<p>Customer Satisfaction Feedback Framework</p>	<ul style="list-style-type: none"> • The new Customer Satisfaction Feedback Framework will use the annual STATUS survey as a baseline • Committee approved the implementation of the proposed new Customer Satisfaction Feedback Framework
<p>Age Profiled Annual Customer Satisfaction Results</p>	<ul style="list-style-type: none"> • Committee noted the report