

Meeting: OVERVIEW AND SCRUTINY COMMITTEE
(PERFORMANCE & CORPORATE SERVICES)

Date of Meeting: 15 DECEMBER 2009

Title of Report: CORPORATE CUSTOMER CONTACT – USE OF 0845 PREFIX TO CONTACT CENTRE TELEPHONE NUMBER
1 JANUARY TO 30 APRIL 2010

Report of: C.J. Elwood
Legal Director

Contact Officer: Ruth Appleby
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This report contains	Yes	No
CONFIDENTIAL Information/		√
EXEMPT information by virtue of paragraph(s)..... of Part 1 of Schedule 12A to the Local Government Act, 1972 (If information <u>is</u> marked exempt, the Public Interest Test must be applied and favour the exclusion of the information from the press and public).		√
Is the decision on this report DELEGATED ?	√	

Purpose of Report

To submit to the Overview and Scrutiny Committee the report of the Finance and Information Service Director which was referred to this Committee by the Cabinet Member - Corporate Services.

Recommendations

That the Committee considers the report.

Corporate Objective Monitoring

Corporate Objective		Positive Impact	Neutral Impact	Negative Impact
1.	Creating a Learning Community		√	
2.	Creating Safe Communities	√		
3.	Jobs and Prosperity		√	
4.	Improving Health and Well-Being		√	
5.	Environmental Sustainability		√	
6.	Creating Inclusive Communities	√		
7.	Improving the Quality of Council Services and Strengthening local Democracy	√		
8.	Children and Young People		√	

Financial Implications

	2008/ 2009 £	2009/ 2010 £	2010/ 2011 £	2011 2012 £
<i>CAPITAL EXPENDITURE</i>				
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
REVENUE IMPLICATIONS				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

There are no financial implications arising out of this report.

Departments Consulted in the preparation of this Report

None

List of Background Papers relied upon in the preparation of this Report

None

SEFTON M.B.C

1. BACKGROUND

The Cabinet Member - Corporate Services on 14 October 2009 considered the attached report of the Finance and Information Services Director and referred the report to this Committee for consideration.

An extract of the Minutes of the meeting is set out below:-

56. CORPORATE CUSTOMER CONTACT – USE OF 0845 PRE-FIX TO CONTACT CENTRE TELEPHONE NUMBER

The Cabinet Member considered the report of the Finance and Information Services Director on representations received from the Sefton Citizens Advice Bureau (CAB), seeking support for a national CAB campaign to reduce the cost of contacting local and national Government agencies on a mobile phone. The CAB had contrasted the relatively higher cost of telephoning the Sefton Plus Contact Centre (0845 140 0845) compared to numbers using an 03 prefix. The report set out a full analysis of the issues surrounding this campaign.

RESOLVED: That

- (1) the report be noted;
- (2) subject to (3) below, no change be made to the Council's current Sefton Plus Contact Centre number (0845 140 0845); and
- (3) this matter be referred to the Overview and Scrutiny Committee (Performance and Corporate Services) for consideration.

2. RECOMMENDATION

That the Committee considers the report.