

Customer services Task & Finish Group, recommended terms of reference (draft)

1. Purpose

- 1.1. The purpose of the Customer Services Task & Finish Group is to scrutinise Brighton & Hove City Council's customer services, with a particular focus on the shift to digital access and on the measures being taken to ensure that all residents have equitable access to these services, for example via digital inclusion work and/or via the provision of alternative means of accessing services for those who continue to be digitally excluded. The group will develop a report with recommendations to improve further knowledge of the local issues that will be presented to the People Overview & Scrutiny Committee for agreement. People Overview & Scrutiny Committee will further refer the Task & Finish Group report to Cabinet and/or partners for consideration.

2. Status

- 2.1. The Task & Finish Group is an informal group that will report to the People Overview & Scrutiny Committee.

3. Areas of focus

- 3.1. The report could focus on the following areas:
- The council's shift to digital access to services
 - The council's plans to enable digital inclusion, ensuring that residents have the digital skills and confidence to access services
 - The council's plans to offer alternative means of accessing services for those who remain digitally excluded
 - Customer service best practice from other local authorities

4. Scope

- 4.1. To produce a report on council customer services in Brighton & Hove, including policy options to improve access to customer services.

5. Membership

- 5.1. Voting Members: Groups will be offered membership as follows: 3 Labour, 1 Green, 1 Conservative, 1 BH Ind or Independent member.
- 5.2. Non-voting members: People and/or Place co-opted members with an interest in the issue.
- 5.3. Any non-executive member may sit on a Task & Finish Group.

6. Meetings

- 6.1. Meetings will be chaired by the Chair of the People Overview & Scrutiny Committee who will be responsible for convening meetings of the Task & Finish Group.
- 6.2. The Group will meet on a basis to be determined by Group members.

7. Timeline

7.1. The Task & Finish Group report will be presented to the People Overview & Scrutiny Committee at its January 2027 meeting.