



Chelmsford City Council Overview and Scrutiny Committee

29th June 2026

Customer Services - Inform and Debate

Report by:

Director of Connected Chelmsford

Officer Contact:

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Purpose

To receive a presentation on the progress and processes of the Customer Service Centre as requested by the Overview and Scrutiny Committee.

Recommendation

That the content of the presentation be noted.

List of appendices:

N/A

Corporate Implications

Legal/Constitutional: This report to Overview and Scrutiny Committee enables the Committee to fulfil its function per section 3.2.3(e) of the Constitution “*to oversee the proper and efficient administration of the Council; and review the effectiveness of the Council’s work and services*”.

Financial: None

Potential impact on climate change and the environment: None.

Contribution toward achieving a net zero carbon position by 2030: None.

Personnel: None.

Risk Management: None.

Equality and Diversity: Impact assessment not required.

Health and Safety: None.

Digital: None.

Other: None.

Consultees:

None.