REPORT TO:	**CORPORATE SCRUTINY COMMITTEE**	**AGENDA ITEM:**	**7 (b)**
DATE OF MEETING:	**31 MARCH 2003**	**CATEGORY: DELEGATED**	
REPORT FROM:	**CHIEF FINANCE OFFICER**	**OPEN/**	
MEMBERS' CONTACT POINT:	**CHRIS SWAIN (Ext 5812)**	**DOC:** s:\cent_serv\committee reports\corporate scrutiny\31 mar 2003\focusgrouprev.doc	
SUBJECT:	**FOCUS GROUP – REVENUE SERVICES – BEST VALUE**	**REF: CJS/JHM**	
WARD(S) AFFECTED:	**ALL**	**TERMS OF REFERENCE:**	

1.0 Recommendations

1.1 That Members note the report

2.0 Purpose of Report

2.1 To inform Members of a Focus Group meeting held as part of the Financial Services Best Value Review

3.0 Detail

3.1 As part of the Revenue Services portion of the review, a focus group was arranged and a number of the service's "professional" partners were invited.

3.2 Whilst not all of those invited were able to attend, representatives from ten organisations came along to the meeting held on the afternoon of Wednesday, 26 February 2003.

3.3 The format for the afternoon included a presentation on the current performance of the service and this was followed by a presentation on the vision for taking the service forward during the next 12/18 months.

3.4 The main issues covered by the latter presentation were the opportunities presented with the introduction of the new revenues and benefits software, the scope of any joint working with our partner authorities and the various challenges that face the service.

3.5 This was followed by the focus group activities and the delegates were invited to comment on a range of issues.

3.6 This useful exercise will be incorporated into the findings of the review. It should also be noted that the event provided the opportunity to take relationships with our professional partners further, particularly with the arrangements now in place with Tony Withers of the Department of Work and Pensions.

3.7 Attached to this report are:

- List of Attendees
- Questions for Discussion
- Feedback from Partners
- Expected outcomes of the Focus Group
- Copy of the e-mail from Tony Withers, DWP