

## **June 2024 Borough Councillor Report**

There is not a lot to report this month as a lot now gets sent out directly to Parish Councils from Peter Edgar at TBC. All the main meetings except Planning have also been cancelled or postponed until after the election.

The Parishes are encouraged to continue to give TBC their views on the name change to North Gloucestershire, during this consultation period.

Ubico has presented its annual business case to the Council for the 4<sup>th</sup> year, out of a 5 year strategic plan. Copies are available if people are interested in this.

There is to be a new 'Converse CX' contact centre at TBC from the 8<sup>th</sup> July. This is an IT system to help with customer inquiries. At present they are developing the greetings messages that people will hear and a speech recognition service that will replace the existing keypad menu. This was sent to us in an update and we have not been involved in any of the decision making, or to ask for people views. A quote in the message sent said ' This will be part of the exciting way Converse CX will improve our Customer Service'. The system will be phased in from July starting with the Customer services department and Revenues and Benefits.

JKS 10/6/2024