

**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE**

Date of Meeting:	17 th December 2013
Subject:	Report of the Customer Care Scrutiny Review
Responsible Officer:	Alex Dewsnap, Divisional Director, Strategic Commissioning
Scrutiny Lead	All areas
Member area:	
Exempt:	No
Enclosures:	Report of the Customer Care Scrutiny Review: 'Putting the Customer First Customer Care at Harrow Council'

Section 1 – Summary and Recommendations

Recommendations:

Councillors are recommended to:

- I. Consider the report of the Customer Care Scrutiny review
- II. Agree the recommendations included in the report
- III. Refer the review's recommendations to cabinet for consideration

Section 2 – Report

Introductory paragraph

The attached report presents the findings of the Customer Care Scrutiny Review Group established by Overview and Scrutiny Committee on 16th May 2012.

Whilst the council has made significant improvements to customer care, councillors were aware that, despite these improvements there were still areas needing improvement. Residents were still bringing to councillors' attention, cases of poor customer care. In order to undertake its investigation, the review group had five meetings to manage the review concluding on 25th June 2013 and made a series of service observations within the council and visits to other boroughs.

The review group has made 46 conclusions and recommendations and these are listed in section four of the attached report. These are nearly all in line with existing council policy direction and, as a result, do not need specific formal Cabinet decisions before they can be implemented. One exception is recommendation 38 that proposes a review of the council's complaints process. Any resulting move to a two-stage process would require a Cabinet decision to go ahead.

Financial Implications

There are none specific to this report.

Performance Issues

There are none specific to this report.

Environmental Impact

There are none specific to this report.

Risk Management Implications

There are none specific to this report.

Corporate Priorities

The findings of the review support the delivery of all of the Council's corporate priorities.

Section 3 - Statutory Officer Clearance

Not required for this report.

Section 4 - Contact Details and Background Papers

Contact: Lynne Margetts, Service Manager, Scrutiny 020 8420 9387,
lynne.margetts@harrow.gov.uk

Background Papers:

None