

LONDON BOROUGH OF HARROW

CABINET – 15 JANUARY 2014

REFERENCE FROM OVERVIEW AND SCRUTINY COMMITTEE – 17 DECEMBER 2013

REPORT OF THE CUSTOMER CARE SCRUTINY REVIEW

Members received a report of the Divisional Director of Strategic Commissioning which presented the findings of the Customer Care Scrutiny Review Group.

The Chair thanked all those who had participated in the review and, in particular, the Member who had chaired the review group until September 2013. He advised that the starting point for the review had been whilst customer care was improving, there had still been areas of concern. He outlined the project and advised that of the 46 recommendations, only one – recommendation 38 – required a specific Cabinet decision. This recommendation proposed a review of the Council's Complaints process.

RESOLVED: That the recommendations in the report of the Customer Care Scrutiny Review be agreed and referred to Cabinet for consideration.

FOR CONSIDERATION

Background Documents:

Draft minutes of the Overview and Scrutiny Committee – 17 December 2013

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