

LONDON BOROUGH OF HARROW

OVERVIEW AND SCRUTINY COMMITTEE – 18 MARCH 2014

REFERENCE FROM CABINET - 13 FEBRUARY 2014

788. Customer Services - Scrutiny Review Group Report and Recommendations

The Chair of the Scrutiny Review Group 'Putting the Customer First, Customer Care at Harrow Council', addressed Cabinet and paid tribute to the work carried out by the former Chair of the Review Group who now served on Cabinet as Portfolio Holder for Communications, Performance and Resources. He thanked all Members of the Review Group and officers for their contributions, and outlined the background and evidence gathering measures that had culminated into the recommendations of the Review Group. He stated that he was satisfied with the responses given to the recommendations and requested an updated report which addressed all the recommendations set out in the report of the Review Group.

The Chairman of the Review Group responded to a question from the Portfolio Holder for Property and Major Contracts and confirmed that the dealing of complaints referred to the Council's own internal process and not those dealt with by the Local Government Ombudsman.

A non-voting non-Executive Cabinet Member applauded the benefits of the scrutiny process. He added that, overall, the migration process had been successful and he supported the perception given of Access Harrow which, overall, was positive.

The Portfolio Holder for Communications, Performance and Resources undertook to ensure that all recommendations of the Review Group were responded to. He added that a substantial number of savings set out in the budget set by a former administration would impact on Access Harrow during 2015. Accordingly, if the website and online information was not of acceptable standard or quality, then channel migration would not succeed. It was therefore important that the next administration delivered the savings in an effective manner.

RESOLVED: That the actions recommended by officers in response to the recommendations made in the Customer Service Scrutiny Review Group report be approved.

Reason for Decision: To improve customer service across the Council.

Alternative Options Considered and Rejected: As set out in the report.

Conflict of Interest relating to the matter declared by Cabinet Member / Dispensation Granted: None.

FOR CONSIDERATION

Background Documents:

Minutes of the Cabinet Meeting - 13 February 2014

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