

REPORT FOR: CABINET

Date of Meeting:	13 February 2014
Subject:	Customer Services - Scrutiny Review Group Report and Recommendations
Key Decision:	No
Responsible Officer:	Carol Cutler, Director of Business Transformation and Customer Services
Portfolio Holder:	Councillor Paul Osborn, Portfolio Holder for Communications, Performance and Resources
Exempt:	No
Decision subject to Call-in:	Yes
Enclosures:	Appendix A: Customer Services – Report from Scrutiny Review Group Appendix B: Response to Scrutiny Review Group Recommendations

Section 1 – Summary and Recommendations

This report sets out the recommended actions to be taken by the Council in response to the Scrutiny Review Group (SRG) recommendations about Customer Service as outlined in their November 2013 report and attached at Appendix A.

Recommendations:

Cabinet is requested to approve the actions recommended by officers in response to the recommendations made in the Customer Service Scrutiny Review Group report.

Reason:

To improve customer service across the Council.

Section 2 – Report

Introduction

The Overview & Scrutiny Committee commissioned a Scrutiny Review Group to seek and identify examples of best practice and areas for improvement for customer care across the Council. It was acknowledged that despite continuous improvement there were further opportunities to enhance customer care.

The SRG presented its findings in a report to the Overview and Scrutiny Committee in December 2013 and the recommendations were agreed and subsequently referred to Cabinet in February 2014 for consideration.

This report responds to the findings and recommendations made (Appendix B)

Options considered

For each recommendation made a review of the underlying issue and current practices were considered to establish what improvements could be made along with the requisite action. These are set out in Appendix B

Legal Implications

Where recommendations involve information sharing there will be a need to assess data protection guidelines

Financial Implications

Most of the recommendations within the SRG report involve reviewing internal processes and as a consequence there will be no financial implications. Recommendations that involve system upgrades, integration or re-investment will have a budgetary impact and the relevant assessments and business cases will be made at the relevant juncture.

Performance Issues

There are no new performance issues

Environmental Impact

There are no significant environmental impacts identified

Risk Management Implications

There are no significant risks associated with the recommendations in the report.

Equalities implications

The SRG report provides recommendations to improve customer service in Harrow. It is not considered that the proposed actions will have any adverse effect upon persons sharing any of the protected characteristics.

Priorities

The recommendations in the SRG report will support the priorities of a safer and fairer Harrow.

Section 3 - Statutory Officer Clearance

Name: Steve Tingle	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 16 January 2014		
Name: Hugh Peart	<input checked="" type="checkbox"/>	Monitoring Officer
Date: 16 January 2014		

Section 4 – Performance Officer Clearance

Name: Alex Dewsnap	<input checked="" type="checkbox"/>	Divisional Director Strategic Commissioning
Date: 17 January 2014		

Section 5 – Environmental Impact Officer Clearance

Name: Andrew Smith	<input checked="" type="checkbox"/>	on behalf of the Corporate Director (Environment & Enterprise)
Date: 16 January 2014		

Section 6 - Contact Details and Background Papers

Contact:

Jonathan Milbourn, Head of Customer Services
020 8736 6711 (ext 6711)

Jonathan.milbourn@harrow.gov.uk

Background Papers:

Overview & Scrutiny report – December 2013 – Customer Services (as per the enclosure at Appendix A)

Call-In Waived by the Chairman of Overview and Scrutiny Committee	NOT APPLICABLE <i>[Call-in applies]</i>
--	---