

**REPORT FOR: PERFORMANCE &
FINANCE SCRUTINY SUB-
COMMITTEE**

Date of Meeting:	9th October 2014
Subject:	Update on recommendations from Customer Care Review
Responsible Officer:	Jonathan Milbourn – Head of Customer Services
Scrutiny Lead Member area:	Performance Lead Member – Councillor Adam Swersky Policy Lead Member – Councillor Stephen Wright
Exempt:	No
Wards affected:	Cross-Borough
Enclosures:	Appendix A – Update of Scrutiny Review Group Recommendations Appendix B – Report of the Scrutiny Review

Section 1 – Summary and Recommendations

This report sets out the updates to 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:

Performance & Finance Scrutiny Sub Committee is requested to note the updated actions recommended by officers in response to the recommendations made in the Customer Service Scrutiny Review Group report.

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 provides an update to the findings and recommendations made (Appendix A)

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 A along with progress to date

Legal Implications

Any proposal to share information will need to comply with the Data Protection Act

Financial Implications

Most of the recommendations within the 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 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 report will support the corporate priorities working together to make a difference for Harrow.

Section 3 - Statutory Officer Clearance

Name: Dawn Calvert	<input checked="" type="checkbox"/>	on behalf of the Chief Financial Officer
Date: 11 th September 2014		
Name: Linda Cohen	<input checked="" type="checkbox"/>	on behalf of the Monitoring Officer
Date: 12 th September 2014		

Ward Councillors notified:

NO

** Delete as appropriate.*

Section 4 - 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 B)