

HARROW COUNCIL

SUSTAINABLE DEVELOPMENT AND ENTERPRISE SCRUTINY SUB-COMMITTEE

6 JULY 2006

LIGHT TOUCH REVIEW: HARROW WELCOME PACK (WELCOME PACKS FOR NEW RESIDENTS)

1	SUBJECT	Welcome packs for new residents
2	COMMITTEE	Sustainable Development and Enterprise Scrutiny Sub-Committee
3	REVIEW GROUP	tbc
4	AIMS/ OBJECTIVES	<ol style="list-style-type: none">1. To look at ways in which the council might provide new residents with relevant, useful information to assist them in finding out about the services provided in the borough by the council and its partners.2. To suggest ways in which council departments can work together and with external organisations to deliver this information in as effective and targeted a way as possible.3. To consider in doing so local people's changing needs and the requirement that any solution adopted should be both sustainable in the long-term and value for money.
5	MEASURES OF SUCCESS OF REVIEW	<ol style="list-style-type: none">1. Closer working relationships between council departments, the Access Harrow project, and external organisations in providing new residents with information.2. Better understanding amongst local people of the services offered in the borough, leading to higher customer

		satisfaction.
6	SCOPE	<p>To examine, analyse and make proposals on the way in which the council provides information to new residents, with reference to links with the private sector and other external bodies, the requirements of new residents and the ways in which this information should be made available.</p> <p>In doing so, to promote local, cross-cutting links by assessing best practice from other local authorities and comparable organisations in other sectors, where appropriate.</p>
7	SERVICE PRIORITIES (Corporate/Dept)	<p>Make Harrow Safe, Sound and Supportive</p> <p>Reduce Waste and Provide Value for Money</p>
8	REVIEW SPONSOR	Lynne McAdam
9	ACCOUNTABLE MANAGER	To be confirmed.
10	SUPPORT OFFICER	Ed Hammond (Scrutiny Unit)
11	ADMINISTRATIVE SUPPORT	N/a
12	EXTERNAL INPUT	External organisations (voluntary groups, residents' groups), local people, nearby authorities.
13	METHODOLOGY	<p>Desktop study (2 weeks)</p> <ul style="list-style-type: none"> • Analysis of "best practice" in the provision of information by other authorities. • Analysis of current Harrow practice, numbers of people moving into the borough every year, and relevant demographic information.

		<p>Survey and new resident information (3 weeks) – to include issues such as:</p> <ul style="list-style-type: none"> • What sort of information is most regularly requested by local people? • Do departments / other organisations co-ordinate the provision of information? Is there duplication? • What quantity of information should be provided, and how should it be presented? <p>Methods of delivery (2 weeks) – to include issues such as:</p> <ul style="list-style-type: none"> • Would a web-based information service be more appropriate? • Can and should information be targeted to certain demographic groups or should it be “one size fits all”?
14	EQUALITY IMPLICATIONS	Proposals on the provision of information will have to take account accessibility implications in terms of language and cultural requirements.
15	ASSUMPTIONS/ CONSTRAINTS	That residents, the private and voluntary sector and council officers will be willing to engage. That the timescale will be sufficient to prepare a considered and relevant report with recommendations.
16	TIMESCALE	Short term review – two months. To report back to September meeting of SDE.
17	RESOURCE COMMITMENTS	Scrutiny Officer, with administrative support where required. .
18	REPORT AUTHOR	Scrutiny Officer with Group