

Meeting:	Sustainable Development and Enterprise Scrutiny Sub-Committee
Date:	6 July 2006
Subject:	Harrow Welcome Pack – Light Touch Review
Responsible Officer:	Paul Najsarek, Director, People Performance and Policy
Contact Officer:	Ed Hammond, Scrutiny Officer
Portfolio Holder:	Business Development
Key Decision:	No
Status:	Part I

Section 1: Summary

Decision Required

To agree:

- (1) That a review group be established to examine the feasibility and nature of a welcome pack to be sent to new residents, as outlined in 2.3 below.
- (2) That the review group report their key findings and recommendations, where appropriate, at the next meeting of the sub-committee.

Reason for report

This report relates to the first “light touch” review being undertaken by the sub-committee.

It provides some background information on the topic, reasons for it being considered as a review and a suggested project plan for the review.

Benefits

- (1) The review will look into an area of currently-developing policy, ensuring a significant impact in its earliest stages.
- (2) It will be a short, focussed piece of work highly relevant to the services provided to local people.
- (3) It will provide a starting point for discussions being undertaken around the proposed review of Harrow's changing demography.
- (4) It will provide new members with an opportunity to develop their skills as scrutineers.

Cost of Proposals

The review will be delivered within the previously agreed scrutiny budget. It is anticipated that costs (in addition to officer time) will amount at a maximum of between £100 and £150.

Risks

- (1) The review will not be complete in time for the September meeting.
- (2) Members will not be able to make a significant impact on this area of policy.

Implications if recommendations rejected

Members will not be able to carry out any significant work over the summer.

The opportunity to feed into an important area of policy will not have been taken.

Section 2: Report

2.1 Brief History

Currently, when new residents move to Harrow, the onus is on them to contact the council to obtain information about council tax, schools, waste collection, libraries, leisure centres and other aspects of council services.

Although some information is provided to new residents, it is incomplete and does not take account of different people's needs.

2.2 Project Proposal

It has been suggested that members consider the introduction of a universal welcome pack as a light touch review. This suggestion came from officers, as it was thought to be an area in which member input would be valued.

The issue has been discussed with the Chairman and included on the draft work programme, which has been provided to members for discussion at this meeting.

A detailed project plan is provided at Appendix A in the form of a scope.

It is suggested that three or four members (including a chairman of the review group, who should not necessarily be the chairman of the sub-committee) to examine this issue.

2.3 Consultation

The proposal has been discussed with the Chairman and Vice-Chairman on the sub-committee.

2.4 Financial Implications

This report is not seeking additional financial resources. The review will be delivered within the agreed budget. It is anticipated that the review will cost between approximately £100 and £150, taking into account printing and postage costs and room bookings for meetings.

2.5 Legal Implications

There are no specific legal implications arising out of this report.

2.6 Equalities Impact

None specific to this report, but the review

2.7 Section 17 Crime and Disorder Act 1998 Considerations

None specific to this report.

Section 3: Supporting Information/Background Documents

Appendix A: Project Plan / Scope for Review