

**REPORT FOR: OVERVIEW AND SCRUTINY COMMITTEE**

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<b>Date:</b>	3 April 2012
<b>Subject:</b>	Customer Care Scrutiny Review – Scope
<b>Responsible Officer:</b>	Alex Dewsnap, Divisional Director, Partnership Development and Performance
<b>Scrutiny Lead Member area:</b>	Corporate Effectiveness – Councillor Jerry Miles and Councillor Tony Ferrari
<b>Exempt:</b>	No
<b>Enclosures:</b>	Scope for the Customer Care Scrutiny Review

**Section 1 – Summary and Recommendations**

This report sets out the scope for the Customer Care Scrutiny Review, as discussed by the review group on 29 February 2012.

**Recommendations:**

The Overview and Scrutiny Committee is asked to:

1. Consider and approve the scope for the scrutiny review

## **Section 2 – Report**

The need for scrutiny to look into customer care has emerged through a number of different scrutiny reviews (e.g. Better Deal for Residents, Budget, and Performance Management reviews) which have all flagged up issues around how the council deals with residents' concerns. Rather than address these in a piecemeal fashion, the Overview and Scrutiny Committee in 2011 agreed to commission a review exploring the customer's journey through Harrow Council.

A scoping meeting of the review group was held on 29 February 2012 where it was agreed that Councillor Paul Osborn would be the Chairman for the review. The review group discussed the key issues that the review should cover and the appropriate methodologies through which to explore these. The group also discussed the review's aim, measures of success. These are all reflected in the attached draft scope.

The main objectives of this project will be to:

- To gain a picture of Harrow Council's customer care.
- To be in a position to congratulate those parts of the council that address customers' concerns well.
- To help those parts of the council that do not address customers' concerns well to correct failings by making suggestions as to how the council can improve its customer care.
- To ensure that Harrow's customer care systems and culture are as good as they can be.

It is expected that the review will take place over Spring/Summer 2012 with a view to reporting back to the Overview and Scrutiny Committee in October 2012.

### **Financial Implications**

The costs of delivering this project will be met from within existing resources.

### **Performance Issues**

There are no performance issues specifically associated with this report.

### **Environmental Impact**

There is no specific environmental impact associated to this report.

### **Risk Management Implications**

There are none specific to this report.

Risk included on Directorate risk register? No

Separate risk register in place? No

### **Equalities implications**

Was an Equality Impact Assessment carried out? Yes ( ) No (  )

The report outlines the scope for the Customer Care Scrutiny Review and as such does not make any proposals to alter services or how they are delivered.

The council's customer care impacts upon everyone who makes contact with the council. Given the nature of the services that the council provides, it has particular implications for some of the most vulnerable members of the community, as well as more broadly all residents.

As included in the scope, the review will consider during the course of its work, how equality implications have been taken into account in current policy and practice and consider the possible implications of any changes it recommends.

In carrying out the review, the review group will also need to consider its own practices and how it can facilitate all relevant stakeholders in the borough to have their voices heard.

### **Corporate Priorities**

This review could potentially contribute to the delivery of all the corporate priorities:

- Keeping neighbourhoods clean, green and safe
- United and involved communities: a Council that listens and leads
- Supporting and protecting people who are most in need
- Supporting our Town Centre, our local shopping centres and businesses

### **Section 3 - Statutory Officer Clearance**

Not required for this report.

### **Section 4 - Contact Details and Background Papers**

**Contact:** Nahreen Matlib, Senior Professional Scrutiny, 020 8420 9204

**Background Papers:** Appendix A: Scope for Customer Care Scrutiny Review