

REVIEW - FIRST WITNESS SESSION

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Democratic Services Officer
Papers with report	Report of the Finance Manager
Ward	All

HEADLINES

As part of the Committee's review into reviewing user payment experience and modernisation across key resident service areas, key witnesses have been invited to present supporting information to the Committee.

Witnesses presenting evidence are:

Annette Reeves, Finance Manager
Roy Clark, Parking Services Manager
Paul Richards, Head of Green Spaces, Sport and Culture

RECOMMENDATIONS

That the Residents, Education and Environmental Services Policy Overview Committee notes and comments on the information presented as part of the witness session.

SUPPORTING INFORMATION

The agreed Terms of Reference for the review are set out below:

Terms of Reference

1. To establish the key / most used service areas under the Committee's remit to consider which resident payment areas to review;
2. To better understand the ways residents currently pay for such services;
3. To establish current resident user experience of paying for these services – particularly the convenience, ease and security of how they pay;
4. To gain useable evidence and insight about how residents may wish to pay for services in the future;

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5. To understand the systems supporting resident payment methods and what plans the Council has to modernise and streamline technology in this regard and any potential for future savings arising from this;
6. To examine the spectrum of current and emerging digital developments in payment experience and technology in private and public sectors, that could be applied to more widely in local government to a) improve user experience and b) be even more efficient in business operations;
7. To make feasible recommendations to Cabinet from the Committee's findings to enhance the end-user experience paying for services by our residents.

Implications on related Council policies

Policy Overview Committees are at the heart of how the Council shapes policy at Member level.

How this report benefits Hillingdon residents

Policy Overview Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

None at this stage.