

REVIEW INTO PAYMENT MODERNISATION ACROSS KEY RESIDENTS SERVICES - DISCUSSION ON FINDINGS

Committee name	Residents, Education and Environmental Services Policy Overview Committee
Officer reporting	Neil Fraser, Democratic Services
Papers with report	None.

HEADLINES

As part of the Committee's review into payment modernisation across key resident services, a number of witness sessions have been held, with key witnesses attending to provide information and answer questions relating to the review.

With witness sessions for the review now completed, the Committee is asked to discuss and provisionally agree potential recommendations.

RECOMMENDATION:

That the Committee comment on and suggest potential recommendations to be included within the final report.

SUPPORTING INFORMATION

At the meeting on 26 July 2018, Members agreed that the Committee's first review topic would be 'Payment Modernisation Across Key Resident Services'. At this meeting, a scoping report was approved, and potential witnesses were discussed.

At the meeting in October 2018, testimony was heard from Roy Clark - Parking Manager. Mr Clark provided the Committee with information on the Council's current parking payment infrastructure, both for residents and the Council officers, and advised on potential updates to parking payment options for vehicle users within the Borough.

At the meeting in November 2018, Annette Reeves - Finance Manager and Paul Richards - Head of Green Spaces, provided the Committee with information relating to the overall payment methods used by residents when paying for some key services, as well as actions the Council was taking to improve some of those options.

Jim Marsh – Transformation Manager, Rachel Mason – CAPITA Account Manager, and Andy Davies – CAPITA Product Director, attended the meeting in January 2019 to provide the Committee with the Council's proposed actions to update its website, in order to help residents make payments more easily and in confidence. In addition, the Committee was provided information relating to the current and changing trends for payments within the marketplace, together with current and emerging technologies that were supporting those trends.

Classification: Public

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Members are welcome to suggest any recommendations that they wish to be included within the report, and these recommendations can then be discussed at the meeting and with officers, ahead of potentially being added to the report.

Please note that the wording of any suggested recommendation is not final, but will be confirmed ahead of the final report. A final list of recommendations will be added to the final report, which will be brought before the Committee in future months.

Implications on related Council policies

The role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet, who are responsible for the Council's policy and direction.

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

NIL.