

## Executive Scrutiny Committee

15 April 2010

### Minutes



HILLINGDON  
LONDON

	<p><b>Members Present:</b> Councillors David Yarrow (Chairman), Brian Crowe and Edward Lavery.</p> <p><b>Representative Member for Education Issues:</b> Tony Little.</p> <p><b>Apologies:</b> Councillor John Riley.</p> <p><b>Officer Present:</b> Khalid Ahmed (Democratic Services Manager).</p>		
36.	<p><b>Declarations of Interest</b></p> <p>None.</p>		
37.	<p><b>Minutes of the meeting held on 18 March 2010</b></p> <p>Agreed as an accurate record.</p>		
38.	<p><b>Exclusion of the press and public</b></p> <p>It was agreed that all items of business were considered in public.</p>		
39.	<table border="1"><tr><td><p><b>Consideration of any Call-Ins of decisions made at the Cabinet meeting on 15 April 2010</b></p><p>Members gave consideration to the Cabinet reports of 15 April 2010 and after careful consideration Members decided not to call-in any decision made by the Cabinet at their meeting.</p><p>However Members made the following comment in relation to Cabinet Agenda Item 8 – Localities, Enforcement, Transport Implementation – Update.</p><p>In relation to paragraph 6.7 on page 7 of the report and the sentences – “Where possible, residents’ queries and transactions will be dealt with by generic services supporting the Contact Centre. Only more complex issues would be referred onto professional / technical officers for resolution.” Members asked that reassurances be given that this proposal would not lose sight of putting residents’ first.</p></td><td><p><b>Action By:</b></p></td></tr></table>	<p><b>Consideration of any Call-Ins of decisions made at the Cabinet meeting on 15 April 2010</b></p> <p>Members gave consideration to the Cabinet reports of 15 April 2010 and after careful consideration Members decided not to call-in any decision made by the Cabinet at their meeting.</p> <p>However Members made the following comment in relation to Cabinet Agenda Item 8 – Localities, Enforcement, Transport Implementation – Update.</p> <p>In relation to paragraph 6.7 on page 7 of the report and the sentences – “Where possible, residents’ queries and transactions will be dealt with by generic services supporting the Contact Centre. Only more complex issues would be referred onto professional / technical officers for resolution.” Members asked that reassurances be given that this proposal would not lose sight of putting residents’ first.</p>	<p><b>Action By:</b></p>
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	<p><i>[Subsequent to the meeting the Deputy Chief Executive provided the following response:</i></p> <p><i>Further to the clarification requested by Executive Scrutiny, I hope you find the following context to be helpful and reassuring. The primary aim of the review is, of course, to improve the response to the resident but to do so in the most cost effective way.</i></p> <p><i>Given the current financial context, there is an increasing need for the council to use its resources in a completely different way. Traditional efficiencies and savings exercises are no longer enough and as an organisation we need to look at completely new ways of working, whilst minimising the impact on residents and service delivery.</i></p> <p><i>As a result, through the BID programme we have been looking at revising the Organisational Design of the Council to establish a common operating model in order to maximise the value and contribution made by available resources on service delivery.</i></p> <p><i>One particular element of the project is analysing business processes with a view to moving the first point of contact with residents into the Contact Centre and aiming to get as much of the demand satisfied at that first point of contact. Where second line support is required the project is looking at how this can be organised as efficiently as possible to both save money and improve the service to the resident.</i></p> <p><i>The aim of the review is to stop customer contact being referred through a variety of back offices before it is satisfactorily resolved. It should be possible for most requirements to be met through well trained generic first line (Contact Centre) or generic second line support rather than being referred on to specialist officers for resolution.</i></p> <p><b>Resolved -</b></p> <ol style="list-style-type: none"> <li>1. That the decisions made by Cabinet at their meeting on 15 April 2010 be endorsed and noted and no call-in be made of any decision.</li> <li>2. That officers be asked to note the comment detailed above.</li> </ol>	<p><b>Deputy Chief Executive</b></p>
	<p><b>Meeting commenced at 7.30pm and closed at 7.45pm Next meeting: 27 May 2010 at 7.30pm or at the rising of Cabinet</b></p>	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Khalid Ahmed on 01895 556454. Circulation of these minutes are to Councillors, Officers, the Press and Members of the Public.