

'CALL IN' OF DECISIONS OF THE CABINET

This form is to be used for the 'calling in' of decisions of the above bodies, in accordance with the procedure set out in Part 4 Section H.2 of the Constitution.

TITLE OF MEETING	Cabinet Member Signing
DATE OF MEETING	30 th July 2013
MINUTE No. AND TITLE OF ITEM	HSPO5, Procurement of a Strategic Partner to support the Customer Services Transformation Programme

1. Reason for Call-In/Is it claimed to be outside the policy or budget framework?

It is not claimed to be outside the policy or budget framework.

Reason for call-in:

We do not believe it is necessary for the council should spend up to £1.6m on employing consultant to improve the customer service when this could be done internally instead.

We believe that spending up to £1.6m on employing external consultants to undertake this work does not represent good value for money for the council or for local taxpayers.

2. Variation of Action Proposed

That the council does not allocate up to £1.6m for consultants to improve the customer service and does not enter into a contract with consultants to improve the customer service.

That the council instead improve customer service by improving response times to phone call, emails and other resident enquiries. That the leadership of the council ensures that every department understands that resident enquiries are important and should be dealt with quickly and efficiently whilst answering the resident enquiry and taking appropriate action to resolve the problem, question or issue raised.

That the council should focus on the root cause of the high level of complaints and resident enquiries by improving poorly performing services such as: planning, enforcement, noise control, pothole repairs, street cleaning, waste collection, benefit and tax administration, road and pavement maintenance, as well as overzealous parking enforcement that creates large numbers of successful appeals.

That the council's plans to 'change customer behaviour', discouraging them from phone and face-to-face contact could make it harder for residents to complain, and is only treating the symptom of poorly performing council services not curing the problem.

The council should be able to improve the customer service provided to residents without spending £1.6m on outside consultants.

Signed:

Councillor: [Signature] (Please print name): RICHARD WILSON

Countersigned:

- 1. Councillor: [Signature] (Please print name): Errol Reid
- 2. Councillor: [Signature] (Please print name): Laura Allison
- 3. Councillor: [Signature] (Please print name): Jim Jenks
- 4. Councillor: [Signature] (Please print name): Nigel Scott

Date Submitted: 2 August 2013

Date Received :

(to be completed by the Democratic Services Manager)

2 August 2013
@ 12.30 hrs
[Signature]
Cliff Hart
Democratic Services Manager

Notes:

- 1. Please send this form to:
Clifford Hart (on behalf of the Proper Officer)
Democratic Services Manager
5th Floor
River Park House
225 High Road, Wood Green, London N22 8HQ
Tel: 8489 2920
Fax: 020 8881 5218

This form must be received by the Democratic Services Manager by 10.00 a.m. on the fifth working day following publication of the minutes.

- 2. The proper officer will forward all timely and proper call-in requests to the Chair of the Overview and Scrutiny Committee and notify the decision taker and the relevant Director.
- 3. A decision will be implemented after the expiry of ten working days following the Chair of Overview and Scrutiny Committee's receipt of a call-in request, unless a meeting of the Overview and Scrutiny Committee takes place during the 10 day period.
- 4. If a call-in request claims that a decision is contrary to the policy or budget framework, the Proper Officer will forward the call-in requests to the Monitoring Officer and /or Chief Financial Officer for a report to be prepared for the Overview and Scrutiny Committee advising whether the decision does fall outside the policy or budget framework.