

Report Title: **Scrutiny Review of Customer Services**

Report of: **Scrutiny Review Panel**

Wards(s) affected: **All**

Report for: **Non-Key Decision**

1. Purpose

To agree the report outlining the conclusions and recommendations of the Review.

2. Recommendations

That Members agree the, conclusions and recommendations of the Review, as outlined in the Scrutiny Review report.

Report Authorised by: **Councillor John Bevan, Chair of Scrutiny Review Panel**

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3. Executive Summary

The Overview & Scrutiny Committee commissioned a Scrutiny Review into Customer Services as part of its work programme for 2005/06. The review topic was chosen because of concerns previously raised about the performance of Customer Services. The Scrutiny Review Panel's aim, was to look at the performance of the Council's four customer service centres and the call centre and make recommendations on ways they could be further improved.

The Panel concluded that Customer Services in Haringey has progressed considerably over the last two years. The service compares favourably to many local authorities who are recognised for development in this field. The Panel felt Haringey's Customer Service Department has the potential to win an award, for the excellent service it provides to

residents.

The Scrutiny Review Panel's recommendations are intended to further improve the performance of Customer Services. This includes different form of customer feedback, improving staff training and feedback opportunities, minimising factors affecting performance. The Panel are particularly keen to ensure that the work being undertaken to improve customer focus Council wide continues. The Panel has also made recommendations on ways services could be improved for customers with disabilities and communication could be improved with Client Services.

The Panel firmly believes that with the strategies in place and those being developed, Customer Services has the potential to deliver excellent services to the residents of Haringey.

4. Reasons for any change in policy or for new policy development (if applicable)

N/A

5. Local Government (Access to Information) Act 1985

6. Background

6.1 *Please refer to the Scrutiny Review report (attached).*

7. Description

7.1 *Please refer to the Scrutiny Review report (attached).*

8. Consultation

8.1 The Review report has been submitted to the relevant departments for consideration of technical accuracy and feasibility of the recommendations.

9. Summary and Conclusions

9.1 *Please refer to the Scrutiny Review report (attached).*

10. Recommendations

10.1 *Please refer to the Scrutiny Review report (attached).*

11. Legal and Financial Comments

11.1 A number of the recommendations included in the report may have financial implications. Work will be undertaken to quantify these once it is clear which are agreed by the Executive. At this stage, it is assumed that the majority will be accommodated within existing budgets.

11.2 The Head of Legal Services has read the report and advises that the relevant trade unions be consulted in the implementation of the mystery shopping recommendation 2 in the report and apart from that has no comment to make.

11.3 Full legal and financial comments will be sought to recommendations agreed by the Executive in the Executive Response.

12 Equalities Implications

12.1 Equalities Implications will be sought to recommendations agreed by the Executive in the Executive Response.

13 Use of Appendices / Tables / Photographs

13.1 Please find attached the Scrutiny Review report.