

**Executive Decision
Individual Decision Notice**



Decision Maker: Cabinet, 28 Nov 18

Classification:
[Unrestricted]

Tower Hamlets Customer Service Transformation Plan 2018 - 2022

Under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 – notice is required to be given of the intention to take Executive Key Decisions.

Notice is given either through an Individual Decision Notice or through the Forward Plan. Notice must normally be given 28 Days' before the decision can be taken.

Key Decision? No	Ward(s) All Wards
Summary of Decision	<p>The report presents the Tower Hamlets Customer Service Transformation Plan for the Customer Promise 2018 - 2022 setting out how the council will engage with its customers in the future. The Council's plan is about making a real difference to the lives of our most vulnerable customers through an early intervention approach.</p> <p>It sets out how we will ensure consistent high quality standards and a positive experience for our customers, whether they are residents, visitors, or local businesses, across all of our services and customer channels, whilst delivering efficiencies and value for money. The Transformation Plan also brings together all the elements of the council's customer access transformation programme which covers all access channels, highlighting the council's move to digital first whilst ensuring a responsive face to face service for those who need it</p>

Community Plan Theme	A dynamic outcomes-based Council using digital innovation and partnership working to respond to the
Cabinet Member	Cabinet Member for Resources and the Voluntary Sector (Councillor Candida Ronald)
Who will be consulted before decision is made and how will this consultation take	<p>The following consultation on issues relating to customer services has already taken place:</p> <ul style="list-style-type: none"> • Tower Hamlets Annual Residents' Survey 2017. This is an annual survey, most recently carried out between January- March 2017, designed to collect data on resident perceptions about the council,

<p>place</p>	<p>local services and the area.</p> <ul style="list-style-type: none"> • Tower Hamlets Annual Residents' Survey 2017- Digital inclusion and communications topic report. This report contains data on internet access levels and usage patterns. Usage patterns cover web browsing, online banking and online shopping, which are the types of activities most closely aligned to the council's proposed digital offer. The report also contains information on current methods of contacting the council. • One Stop shops in-store survey – This was consultation with service users of One Stop Shops about the proposals to merge One Stop Shops with Idea Stores with assisted self-service for those who need it. • Online survey – This was online consultation about proposals to provide more services online, improve the council's website and telephone service, and merge One Stop Shops with Idea Stores, with assisted self-service for those who need it. • London Borough of Tower Hamlets Culture, Leisure, and Open Space Research 2016. This was a survey of residents' views regarding council services. This report included findings on views about IDEA Stores. • Consultation with Directorate Leadership Teams took place throughout July. <p>The following consultation on issues relating to customer services has already taken place:</p> <ul style="list-style-type: none"> • Tower Hamlets Annual Residents' Survey 2017. This is an annual survey, most recently carried out between January- March 2017, designed to collect data on resident perceptions about the council, local services and the area. • Tower Hamlets Annual Residents' Survey 2017- Digital inclusion and communications topic report. This report contains data on internet access levels and usage patterns. Usage patterns cover web browsing, online banking and online shopping, which are the types of activities most closely aligned to the council's proposed digital offer. The report also contains information on current methods of contacting the council. • One Stop shops in-store survey – This was consultation with service users of One Stop Shops about the proposals to merge One Stop Shops with Idea Stores with assisted self-service for those who need it. • Online survey – This was online consultation about proposals to provide more services online, improve the council's website and telephone service, and merge One Stop Shops with Idea Stores, with assisted self-service for those who need it. • London Borough of Tower Hamlets Culture, Leisure, and Open Space Research 2016. This was a survey of residents' views regarding council services. This report included findings on views about IDEA Stores. • Consultation with Directorate Leadership Teams took place throughout July.
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Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes. It should also be noted that an Equalities Impact Assessment has been carried out in relation to key aspects of the Customer Transformation Programme. Additional elements not already covered will be assessed alongside the development of the Plan.
Contact details for comments or additional information	Afazul Hoque, (Head Corporate Strategy & Policy) afazul.hoque@towerhamlets.gov.uk , Shazia Hussain, (Divisional Director, Customer Services) shazia.hussain@towerhamlets.gov.uk , Claire Linnane, Senior SPP Officer claire.linnane@towerhamlets.gov.uk
What supporting documents or other information will be available?	N/A
Is there an intention to consider this report in private session and if so why (Paragraph number – see notes section)?	No, Unrestricted

NOTES

Advance notice of Key Decisions

Key decisions are all those decisions which involve major spending, or savings, or which have a significant impact on the local community. The precise definition of a key decision adopted by Tower Hamlets is contained in Article 13.03 of the [Constitution](#). Key Decisions are taken by the Mayor, or the Mayor in Cabinet.

Individual notices of new Key Decisions will be published on the website as they are known, whilst a Forward Plan collating these decisions will be published 28 days before each Cabinet meeting. The Forward Plan will be published on the Council's website and will also be available to view at the Town Hall and Libraries, Ideas Centres and One Stop Shops if required. [The Committee pages](#) on the Council website include copies of the Forward Plan, Cabinet and other meeting dates and the publication dates of the Forward Plan.

If, due to reasons of urgency, a Key Decision has to be taken where 28 days' notice have not been given. Notice will be published (including on the website) as early as possible and Urgency Procedures as set out in the Constitution will have to be followed.

The most effective way for the public to make their views known about the issues listed in the Forward Plan is to examine the consultation column of the Forward Plan, and/or contact the report author or Cabinet Lead Member as soon as possible, and no later than 10 working days before the decision is expected to be taken.

Reports, appendices and background papers will be available on the Council's website 5 clear working days before the Cabinet meeting. For all other

information or to submit documents in relation to any issue, please contact the relevant officer.

Notice of Intention to Conduct Business in Private

The Council is also required to give at least 28 days' notice if it wishes to consider any of the reports on the agenda of an Executive meeting (such as Cabinet) in private session. The last row of each item below will indicate any proposal to consider that item in private session. Should you wish to make any representations in relation to an item being considered in private please contact Democratic Services on the contact details listed below. Note that this applies to Cabinet but not to Individual Mayoral Decisions outside of Cabinet.

The notice may reference a paragraph of Section 12A of the 1972 Local Government Act. In summary those paragraphs refer to the following types of exempt information (more information is available in the Constitution):

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the authority handling the information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matters arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes:-
 - a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Democratic Services Contact Details:

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