


<b>Transformation &amp; Improvement Board</b>  26 <sup>th</sup> March 2019	 <b>TOWER HAMLETS</b>
<b>Report of:</b> Shazia Hussain, Divisional Director Customer Service	<b>Classification:</b> [Unrestricted]
<b>Title: Customer Services Transformation Plan</b>	

<b>Lead Member</b>	<b>Councillor Amina Ali , Cabinet Member for Culture, Arts and Brexit</b>
<b>Originating Officer(s)</b>	Shazia Hussain
<b>Wards affected</b>	All
<b>Strategic Plan Priority / Outcome</b>	<b>Priority 1- People are aspirational, independent and have equal access to opportunities</b>  <b>Priority 2- A borough that our residents are proud and love to live in</b>  <b>Priority 3- A dynamic outcomes based council using digital innovation and partnership working to respond to the changing needs of our borough</b>

### **Executive Summary**

Outline of the Customer Access Transformation programme

### **Recommendations:**

The Transformation & Improvement Board is recommended to:

1. To note an comment on the report

#### **1. REASONS FOR THE DECISIONS**

1.1 N/A

#### **2. ALTERNATIVE OPTIONS**

2.1 N/A

**3. DETAILS OF THE REPORT**

The presentation sets out the strategic priorities, outcomes and work programme and progress for the Customer Access Transformation programme.

**4. EQUALITIES IMPLICATIONS**

A full EQIA has been completed for the Customer Plan, which makes up the work plan in this presentation, was approved by Cabinet in November 2018.

**5. OTHER STATUTORY IMPLICATIONS**

N/A

**6. COMMENTS OF THE CHIEF FINANCE OFFICER**

N/A

**7. COMMENTS OF LEGAL SERVICES**

N/A

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**Linked Reports, Appendices and Background Documents**

**Linked Report**

NONE

**Appendices**

NONE

**Background Documents – Local Authorities (Executive Arrangements)(Access to Information)(England) Regulations 2012**

NONE

**Officer contact details for documents:**

N/A