

**Executive Decision
Individual Decision Notice**



Decision Maker: Cabinet, 28 Sep 2022

Classification:
Unrestricted

Customer Service Updates and Improvements – Combined Report

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 provides an update on customer services across the council. It also outlines actions to make necessary improvements and makes recommendations for noting, approving and recommending to Cabinet.</p> <p>The report includes an update on the 4 key access channels:- Telephone Website Social Media and Face to face</p>

Community Plan Theme	A council that works for you and listens to you
Cabinet Member	Cabinet Member for Environment and the Climate Emergency (Councillor Kabir Hussain), Cabinet Member for Regeneration, Inclusive Development and Housebuilding (Councillor Kabir Ahmed)
Who will be consulted before decision is made and how will this consultation take place	<p>Community and Voluntary Sector Partners All Council Directorates</p> <p>Community and Voluntary Sector Partners All Council Directorates</p>

Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes
Contact details for comments or additional information	Raj Chand (Director, Customer Services) raj.chand@towerhamlets.gov.uk
What supporting documents or other information will be available?	None
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 Section 3 of the [Constitution](#). Key Decisions are taken by the Mayor, by the Mayor in Cabinet or by the cabinet collectively.

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
 - a) 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:

Contact Matthew Mannion
Officer: Democratic Services
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