


Executive Decision Individual Decision Notice	 TOWER HAMLETS
Decision Maker: Cabinet, 13 Sep 23	Classification: [Unrestricted]
Tower Hamlets Customer Experience Strategy (for consultation)	

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? Yes	Ward(s) All Wards
Summary of Decision	This report seeks comments and approval of the Tower Hamlets Customer Experience Strategy 2023 -2026. The strategy was launched for public consultation, on the 5th of June and internal staff engagement on the 21st of June ending on the 7th of July. The strategy sets out our vision to deliver against the commitments outlined in the and will connect the council with our customers and facilitate their easy access to our services to help them have a better future.

Community Plan Theme	A council that works for you and listens to you
Cabinet Member	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	DLTs - Resource, Place, Health, Adult and Community, Children and Culture The Customer Experience Strategy steering group External Residents, Businesses, Students and other Stakeholders The following engagement on the Customer Experience Strategy has already taken place. <ul style="list-style-type: none"> • Internal engagement /Staff /DLT/Councillors • Councillor Engagement May 2021 • Smarter Together POD sessions Influence and collaboration on Corporate Customer Service Strategy April 2022 • National Customer Service POD session October 2022 • Internal Customer Survey December 2022

	<ul style="list-style-type: none"> • External Customer Survey November 2022 • Public Engagement 5th June – 7th July • Staff engagement 21st June – 7th July
Has an Equality Impact Assessment been carried out and if so the result of this Assessment?	Yes - equalities implications will be included in the report to cabinet
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?	Draft Customer Experience Strategy Customer Experience Strategy Evidence Base Customer Experience Strategy Equality Impact Assessment Draft Action Plan Benchmarking Summary Summary of public engagement feedback
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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