

EXECUTIVE

7 OCTOBER 2003

REPORT OF THE DIRECTOR OF HOUSING AND HEALTH

FRAMEWORK FOR DECISIONS, MONITORING AND CONSULTATION ON CUSTOMER FIRST	FOR DECISION	
<i>This report concerns amendments to reporting and decision making processes for the Customer First programme that involve the Executive</i>		
<u>Summary</u>		
<p>This report sets out the proposed changes to the framework by which Customer First is implemented in the long term in addition to proposals to improve communication to all Members.</p>		
<u>Recommendations</u>		
<p>The Executive is asked to agree that:</p>		
<ol style="list-style-type: none">1. The Programme Management of the Customer First business case, when in place, be carried out by TMT in consultation with the Lead Member for Customer First and supported by the Head of Customer First.2. Key decisions on Customer First continue to be made by Executive.3. Regular briefings be made to all Members through focus groups events, newsletters, briefing notes and seminars.		
<u>Reasons</u>		
<p>There is a need to review current practices due to the impending conclusion of the Customer First Business Case to incorporate senior officer programme management, improved Member consultation and strategic development with the Executive and TMT together.</p>		
Contact: Jennie Duffy	Head of Customer First	Tel: 020 8227 5730 Fax: 020 8227 5705 Minicom: 020 8227 5755 E-mail: jennie.duffy@lbbd.gov.uk

1. Background

- 1.1 The Programme Management Board (PMB) was set up in its current format by the Executive on 28 January 2003, as part of the final report on the Customer First review. Some amendments to participants have been made throughout the year, and a list of the current board is attached as appendix A.

- 1.2 The Best Value Review completed in January 2003 and the next phase of work, the commissioning and completion of a business case, will conclude in November 2003.
- 1.3 The PMB has been useful in reaching this stage but the next, more operational, phase of work will require significantly more high-level Officer commitment, awareness and management.
- 1.4 Due to the cross cutting nature and potential impact of Customer First, Member consultation and involvement needs to be extensive and could be improved.

2. Proposals

- 2.1 The PMB has now completed the initial major piece of work to develop the concepts behind Customer First and so a review of the existing Board should now be considered
- 2.2 There are models for Boards that can be built upon including that for Regeneration and it is suggested that the Customer First Programme Board be based upon this. This would involve utilising The Management Team meetings at six weekly intervals, working in consultation with the Lead Member and the Head of Customer First to manage the Customer First programme, monitor progress and address issues arising.
- 2.3 The Business Plan is due for completion in November 2003, and implementation of the plan will need to begin immediately if the improvements required are to be realised.
- 2.4 The trade unions are currently invited to the PMB but they also have monthly meetings with the Head of Customer First which would continue. Their views have been sought and the recommendations reflect their views that trade union consultation would be through quarterly reports to the Employment Joint Consultative Committee and monthly meetings between representatives of each Trade Union and the Head of Customer First
- 2.5 A questionnaire has been sent to all Members seeking their views on the Customer First project, and the wider Member involvement will continue through focus groups and seminars. A survey will be undertaken to identify the most effective means to consult with and inform Members on Customer First development and implementation.

3. Conclusions

- 3.1 The Business Plan is due for completion in November, and in order to move forward on this work it is recommended that the framework for discussion, consultation and decisions be revised to ensure ownership and consultation at the most senior levels.

Programme Management Board Members

Lead Member for Customer First - Councillor L. Smith

Councillor J. Cooper

Councillor D. Hunt

Councillor V. Rush

Councillor P. Twomey

Chief Executive

Director of Housing & Health

Head of Customer First

Director of Corporate Strategy

Head of Corporate Communications

Head of Leisure Services

Head of IS&T

General Inspector IT (EAL)

PCT representative

Apex representative

GMB representative

Unison representative