

THE ASSEMBLY

7 SEPTEMBER 2005

REPORT OF THE DIRECTOR OF SOCIAL SERVICES

Title: Customer Service Report	For Information
<p>Summary:</p> <p>In an effort to promote the importance of customer care, the Chief Executive has proposed that there be regular reports to the Assembly by Heads of Service on key customer services in their areas.</p> <p>Steven Forbes, Head of Older People's Services, Social Services Department, will give a presentation on customer services in his Division at this meeting.</p> <p>Wards Affected: None.</p>	
<p>Implications:</p> <p>Financial:</p> <p>None.</p> <p>Legal:</p> <p>None.</p> <p>Risk Management:</p> <p>None.</p> <p>Social Inclusion and Diversity:</p> <p>The Race Relations (Amendment) Act 2000 places a requirement on local authorities to make an assessment of the impact of new and revised policies in terms of race equality. Existing policies have already been subjected to impact assessments. This Authority has adopted an approach of extending the impact to cover gender, disability, sexuality, faith, age and community cohesion.</p> <p>As this report does not concern a new or revised policy there are no specific adverse impacts insofar as this report is concerned.</p> <p>Crime and Disorder:</p> <p>Section 17 of the Crime and Disorder Act 1998 places a responsibility on local authorities to consider the crime and disorder implications of any proposals.</p> <p>There are no specific implications insofar as this report is concerned.</p>	

Contact Officer: Steven Forbes	Title: Head of Older People's Services	Contact Details: Tel: 020 8227 2337 Fax: 020 8227 2241 E-mail: steven.forbes@lbbd.gov.uk
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Background papers used in the preparation of this report:

None