



OFFICIAL EXECUTIVE DECISION NOTICE

PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	Phase 2 Customer Contact Transformation
Reference No.	266
Date of decision	Monday, 6 September 2021
Call-in expiry date	5pm, on 13 September 2021
Relevant Select Committee(s)	Corporate, Finance & Property Select Committee
Relevant Ward(s)	All wards.

Decision made

Cabinet Members making the decision	Councillor Ian Edwards – Leader of the Council Councillor Douglas Mills – Cabinet Member for Corporate Services and Transformation
DECISION	APPROVED That the Leader of the Council and Cabinet Member for Corporate Services & Transformation accepted a tender from PricewaterhouseCoopers (PwC) to undertake rapid automation and customer experience redesign of transactional processes in Waste Services and build a backlog of further opportunities for automation in Parking and Environment at a total cost of £385,000.
Reason for decision	Following Cabinet Member approval in March 2021, the PwC led review of the Council's current delivery model for Customer Contact has been completed. The report details the key findings from the review, which has identified that up to 60% of transactional interaction across the Council could be automated without adversely impacting on the residents' experience. This work is required to accelerate the Council's progress in embracing digital technology to both improve the residents' experience of interacting with the Council and enable efficient and streamlined service delivery.
Alternative options considered and rejected	None at this stage.
Classification	Part II – exempt

	That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12 (A) to the Local Government Act 1972 (as amended), in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.
Link to associated report	N/A
Relevant Officer contact & Directorate	Mike Talbot – Corporate Services and Transformation
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm, on 13 September 2021</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>
Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p>

	<p>Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>
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