



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	CUSTOMER CONTACT DELIVERY MODEL REVIEW (HOUSING SERVICES)
Reference No.	267
Date of decision	Monday 06 September 2021
Call-in expiry date	5pm on Monday 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 Councillor Eddie Lavery – Cabinet Member for Environment, Housing and Regeneration
DECISION	APPROVED That the Leader of the Council, the Cabinet Member for Corporate Services & Transformation and the Cabinet Member for Environment, Housing & Regeneration accepted the tender from PricewaterhouseCoopers Ltd (PwC) to take a customer pathway approach to redesign the future state of Housing Services in order to improve the efficiency and customer experience at a total value of £275,000.
Reason for decision	This project will take a structured approach to creating a new delivery model for the service led by customer requirements to drive efficiency and improvement. Through a structured phase of alignment, the outcome of this work will be incorporated with the automation of customer contact and robotic process automation projects; this will ensure a coordinated approach is

	taken to transformation which will in turn provide a blueprint that will form the basis of transformation in other core service areas.
Alternative options considered and rejected	The only alternative would have been to complete an in-house review. However, this approach would not bring the level of rigour and challenge officers are seeking on this occasion.
Classification	Part 2 – Members’ Only and Not for Publication That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part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 – Exempt report
Relevant Officer contact & Directorate	Dan Kennedy – Planning, Environment, Education and Community Services
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 Monday 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>

<p>Further information</p>	<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 style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>
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