



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 EXPERIENCE PATHWAY AND HOUSING ACCELERATOR WORK – COMMISSIONING OF PWC
Reference No.	550
Date of decision	Monday 25 July 2022
Call-in expiry date	SPECIAL URGENCY N/A – This decision comes into immediate effect
Relevant Select Committee(s)	Finance and Corporate Services Select Committee
Relevant Ward(s)	N/A

Decision made

Cabinet Members making the decision	Councillor Ian Edwards - The Leader of the Council* <i>*The Deputy Leader of the Council and Cabinet Member for Property, Highways and Transport agreed this decision on behalf of the Leader of the Council</i>
	That the Leader of the Council: <ol style="list-style-type: none">1. agrees to commission PwC to undertake two pieces of work, on the Housing Accelerator and Customer Experience pathways at a total cost of £1,035k, to complete the initial works undertaken during 2021/22, in order to achieve savings up to £1,680k per annum.2. agrees that, as part of the Customer Experience pathway work, that PwC will implement AWS Connect as the chosen tool for the automation services within the Contact Centre.3. agrees to purchase the license for Perform Plus for 12 months, as a tool to deliver the planned efficiencies as part of the Housing pathway.
Reason for decision	These recommendations are requested to expedite the implementation of the initial scoping works undertaken during 2021/22, to enable the delivery of significant savings targets within the MTFF. These discreet pieces of work will be completed within the financial year and enable significant savings delivery to be achieved, delivering targets currently

	<p>within the MTFF. External support is requested due to the skillset required to implement a system such as AWS Connect and also to provide the workplace coaching required as part of the Housing Accelerator work.</p> <p>This proposal adopts the use of AWS Connect as the automation platform for the Council's Contact Centre, which can be linked to the existing My Account tool, to provide further enhancements to service provision for residents, actively using data to pre-empt and streamline enquiries to meet resident needs in fewer interactions.</p>
Alternative options considered and rejected	Should this proposal not be accepted, it would significantly delay the savings delivered within the MTFF and without the expertise required to deliver the savings in this way, via the implementation of systems and specialist coaching and process efficiency reviews.
Classification	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	Part 2 – Report Exempt from Publication
Relevant Officer contact & Directorate	Gemma McNamara – Finance
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>This decision was taken under special urgency procedures and deemed urgent by the Leader of the Council.</p> <p>The reason for this request is to expedite the implementation of the initial scoping works undertaken during 2021/22, which will enable the delivery of significant savings targets included within the existing MTFF for the current financial year.</p> <p>Agreement to this was also granted by the Chairman of the Finance and Corporate Services Select Committee.</p>

	THIS DECISION THEREFORE COMES INTO IMMEDIATE EFFECT.
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@hillington.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate / Executive 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>