



LONDON BOROUGH OF BRENT

MINUTES OF THE GENERAL PURPOSES COMMITTEE Thursday, 18 August 2011 at 7.00 pm

PRESENT: Councillor John (Chair), Councillor Butt (Vice-Chair) and Councillors Beswick, Kansagra, Long, Lorber and Van Kalwala (alternate for Thomas)

Apologies were received from: Councillors Brown, Matthews, J Moher and Thomas

1. **Declarations of personal and prejudicial interests**

None.

2. **Minutes of the previous meeting**

RESOLVED:-

that the minutes of the previous meeting held on 7 June 2011 be approved as an accurate record of the meeting.

3. **Matters arising (if any)**

None.

4. **Deputations (if any)**

None.

5. **Future Customer Services: delivering change to the council's customer services**

Toni McConville, Director of Customer and Community Engagement introduced the report which set out the changes proposed as part of the One Council Future Customer Services project. The Director advised members that a key element of the changes was the establishment of a new division, Corporate Customer Services, which would bring together the existing One Stop Service and Revenues and Benefits service. There would then be a phased transition of customer contact from within other service areas into Corporate Customer Services. She continued that the first step in the process was the appointment of the Assistant Director for the Corporate Customer Services, hence the report sought the creation of this post, the deletion of the Head of Revenues and Benefits post and the implementation and timetable arrangements as set out in the appendix attached to the report.

Members heard that as the proposals would impact on staffing and structures across the council, an extensive consultation with staff had commenced which was intended to be completed by 10 October 2011. The Director added that a separate consultation process on the wider staffing implications of setting up Corporate Customer Services which also commenced on 3 August 2011 was expected to be completed by 10 October 2011, with implementation by January 2011. In response to Councillor Lorber's enquiry, Toni McConville clarified that in accordance with the council's managing change scheme, three members of staff had been matched with the posts and that there would be no need to seek external applicants unless none of the internal candidates was successful.

RESOLVED:-

- (i) that the implementation timetable as set out in section 4 and Appendix 1, table 1 of the report be agreed;
- (ii) that the job description for Assistant Director of Corporate Customer Services as set out in Appendix 2 be agreed.

6. Appointments to Sub-Committees / Outside Bodies

None.

7. Any Other Urgent Business

None.

The meeting closed at 7.10 pm

A JOHN
Chair