

Strong Foundations	Oct 2019 update
<b>Enabling residents to get online, building more services around residents and their needs</b>	
Create purposeful online customer accounts system that residents can customise	CRM to be rolled out following updates from testing. All council appointments are now bookable online.
Establish MS Dynamics portal for making payments and booking services etc	Portals for housing management customers and general customer contact due to go live end Nov. Complaints portal to follow. Work on single customer portal is in progress.
Complete rollout of community hubs	Three community hubs are now operational (Harlesden, Kilburn and Willesden Green). Ealing Road and Kingsbury on track to go live before end of Mar 2020 - six months ahead of schedule.
Establish KPIs	We have established KPIs which are set/governed by HMPO and the General Register Office.
<b>Ensure VFM through commissioning and procurement</b>	
Undertake a review of all arrangements to make savings and deliver value	Ongoing. Procurement actively involved in providing supplier spend data for each Directorate to support conversations around Budget Challenge sessions. Once outcomes and savings agreed are communicated, Procurement will review to understand where they can support each directorate where procurement activity is involved.
<b>Increase in resident satisfaction</b>	
Extension of community hubs across all Brent Connects areas	Three community hubs now operational (Harlesden, Kilburn & Willesden Green). Ealing Road & Kingsbury on track to go live before end of Mar 2020 - six months ahead of schedule.
Implement the building blocks to the Localities Strategy by 2020, with the logistics embedded by 2023	In progress. Following a successful event a number of prototypes are taking place which will be completed in Dec 2019. In addition the hubs programme and VCIF review projects are contributing to this deliverable.
<b>Increase in resident involvement</b>	
Implement the findings of the community engagement and VCIF review	Findings to be implemented following completion of the review in Jun 2020.
Establish ways for greater resident involvement in decision making	The outcomes of the community engagement review will feed into this work.
Better targeting of the council's grants programme locally through Brent Connects	The council's grants programmes are promoted and discussed at Brent Connects. This has raised the profile of the prog, and helped deliver an increased number of applications.