REPORT of
DIRECTOR OF STRATEGY, PERFORMANCE AND GOVERNANCE

to
OVERVIEW AND SCRUTINY COMMITTEE
20 JANUARY 2022

PROCESS IMPROVEMENT REPRESENTATIVES

1.   PURPOSE OF THE REPORT

1.1   To seek two Member representatives to provide feedback and test new customer processes.

2.   RECOMMENDATION

That the committee appoints two Members to work alongside the Process Improvement Team for website testing and customer feedback.

3.   SUMMARY OF KEY ISSUES

3.1   The Performance, Governance and Audit Committee received a report on 18 November 2021 to share the Process Improvement Framework for the Council, and how this links to wider Value for Money requirements and Corporate objectives.

3.2   The full report that explains the intentions of process improvement at Maldon District Council and the workplan around improving customer journey and experience is linked in the background papers section of this report.

3.3   The intention is that learning from Overview and Scrutiny items that highlight process issues would also be picked up within this wider process improvement work, so it is very relevant to the work of this committee.

3.4   The report recommended *That the committee appoints two member representatives and seeks two representatives from Overview and Scrutiny committee at its next scheduled meeting, to work closely with the team around website testing and customer feedback.*

3.5   Performance, Governance and Audit Committee have appointed their representatives as Councillor Stephens and Councillor Fleming.

4.   CONCLUSION

4.1   The Background of the Process Improvement Framework is provided, and Members are invited to nominate representatives to be included in this work.

5.   IMPACT ON STRATEGIC THEMES

5.1   The improvement work and regular customer testing helps to contribute to 'Performance and Efficiency' Corporate goal.

6.   IMPLICATIONS

(i)   **Impact on Customers** – additional 'external' feedback will help us build better processes for our customers and improve customer experience.

(ii)   **Impact on Equalities** – none.

(iii) **Impact on Risk** – additional member feedback for process improvements helps to reduce risk around live poor-quality processes in the future.

(iv)   **Impact on Resources (financial)** – no additional resource to manage this programme of work.

(v)   **Impact on Resources (human)** – no additional resource to manage this programme of work.

(vi)   **Impact on the Environment** – none.

(vii) **Impact on Strengthening Communities** – none.

Background Papers: Performance, Governance and Audit Process Improvement papers
 10 process improvement framework.pdf (maldon.gov.uk)
 Appendix A.pdf (maldon.gov.uk).

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