

FAREHAM

BOROUGH COUNCIL

Report to Scrutiny Board

Date **25 September 2014**

Report of: **Director of Finance and Resources**

Subject: **UPDATE REPORT ON VANGUARD PROJECT**

SUMMARY

On 6 October 2014 the Executive will consider a report outlining the progress of the work being undertaken by officers, under the guidance of the Vanguard Consultancy, to review systems and to improve the experience of customers when they make contact with the Council. A copy of the report is attached for members of the Scrutiny Board to consider.

RECOMMENDATION

That progress on implementing the Vanguard method be noted, with any comments or observations referred to the Executive when it meets on 6 October 2014.

