

EAST HERTS COUNCIL

EXECUTIVE – 3 MARCH 2015

REPORT BY SCRUTINY COMMITTEE CHAIRMEN

ISSUES ARISING FROM SCRUTINY

WARD(S) AFFECTED: All

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**Purpose/Summary of Report**

- This report details the comments and recommendations made by the Scrutiny Committees since the last meeting of the Executive and should be read in conjunction with reports of the Executive Members found elsewhere on the agenda.

<b><u>RECOMMENDATION FOR DECISION:</u></b>
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<b>(A)</b>	<b>That the report be received.</b>
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1.0 Background

1.1 Scrutiny meetings have been held recently as follows:

Joint meeting of Scrutiny Committees – 10 February 2015  
Environment Scrutiny Committee – 17 February 2015

2.0 Report

2.1 **Customer Services Strategy 2015 - 20 (Agenda Item 6)**

The joint meeting of Scrutiny Committees resolved that the Council's proposed Customer Service Strategy should be recommended to the Executive for approval.

The joint meeting also recommended that Corporate Business Scrutiny be asked to accept a report on the Customer Service Project Plan onto its work programme for the meeting due to be held on 26 May 2015, which the Executive is asked to note.

## 2.2 Service Plans 2015-16 (Agenda Item 8)

The joint meeting of Scrutiny Committees resolved to recommend that the Executive approve the Service Plan activity for 2015/16. In addition, the joint meeting requested that the Executive approve an additional service plan action in respect of developing a business case for leisure development in East Herts.

## 2.3 Performance Indicators 2014/15 Estimates and Future Targets (Agenda Item 9)

The joint meeting resolved that the Executive be informed that the future targets for 2015/16 and 2016/17 should be approved.

In respect of EHPI 2.1d – Planning Enforcement: Initial Site Inspections, the joint meeting asked that Environment Scrutiny Committee review the matter and consider the raising of the 2015/16 target from 75% mid-year to a higher figure, which the Executive is asked to note.

## 3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

### Background Papers

None

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