

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY – 26 NOVEMBER 2013

REPORT BY LEADER OF THE COUNCIL AND THE CHIEF
EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY
SERVICES

10. EAST HERTS IMPROVEMENT PLAN – MONITORING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- The purpose of this report is to monitor delivery against the improvement plan that was agreed by the Executive in June 2013, in response to the Council's Peer Challenge and Executive Awayday.

<u>RECOMMENDATIONS FOR CORPORATE BUSINESS SCRUTINY COMMITTEE: That:</u>	
(A)	The monitoring report be received.
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 East Herts Peer Challenge took place in December 2012 and considered how the council might explore future improvement in a number of areas that were important to the council, such as:

1. Members' role as Community Leaders
2. Developing the organisation, culture and supporting staff
3. Customer Service – an organisation that is 'Here to Help'.

1.2 The findings from the Peer Challenge were received in January 2013. Following the publication of the report the Executive team and the Corporate Management Team met in February 2013 to discuss the recommendations from the challenge and consider what the service priorities should be for 2014/15 onwards.

2.0 Report

2.1 **Essential Reference Paper ‘B’** contains the improvement plan that the Executive agreed in June 2013. It sets out how the council will take forward the recommendations from the Peer Challenge whilst still being faced with tough challenges of maintaining quality with reducing budgets. Alongside each action there is a progress comment on its current status up to 30 September 2013.

2.2 In total there are 28 actions (one action has two subparts) of which:

36% (10) have already been achieved

50% (14) are on target

7% (2) have had their completion dates revised.

7% (2) have not started

2.3 It was agreed that the plan would be monitored six monthly by Corporate Business Scrutiny for the period of one year. After which any outstanding activity would then be incorporated into relevant service plans.

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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