

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 27 MAY 2014

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

EAST HERTS IMPROVEMENT PLAN – FINAL MONITORING REPORT

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 Away day. This is the final monitoring report.

RECOMMENDATIONS FOR CORPORATE BUSINESS SCRUTINY:

That:

(A)	The monitoring report be received and the outstanding actions be absorbed into 2014/15 Service Plans.
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(B)	The Executive be advised of any recommendations.
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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 Executive agreed in June 2013. It set out how the council would take forward the recommendations from the Peer Challenge whilst still being faced with tough challenges of maintaining service quality with reducing budgets. Alongside each action there is a progress comment on its current status up to 31 March 2014.
- 2.2 In total there are 28 actions (one action has two subparts) of which:

	Status at the six monthly report (reported October - November 2013)	Status at the twelve month stage – end of year report
Have already been achieved	36% (10)	75% (21)
Are on target	50% (14)	7% (2)
Had their completion dates revised	7% (2)	18% (5)
Have not started	7% (2)	-
Total	100% (28)	100% (28)

- 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. Therefore this report is the last monitoring report.
- 2.4 The eight outstanding actions will be incorporated into the 2014/15 service plans until they are completed, if the activity is not already covered. **Essential Reference Paper ‘C’** contains the actions that will be uploaded on to Covalent. The first monitoring report against 2014/15 Service Plans is due to be presented to

the Corporate Management Team in October 2014 and Scrutiny Committees in November 2014.

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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