

**REPORT TO:** Audit and Governance Committee

**MEETING DATE:** 29 November 2016

**BY:** Depute Chief Executive - Partnerships and Community Services

**SUBJECT:** 2016/17 Council Improvement Plan Monitoring Report

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## **1 PURPOSE**

- 1.1 To present the 2016/17 Council Improvement Plan six-month monitoring report to the Audit and Governance Committee.

## **2 RECOMMENDATIONS**

- 2.1 That the Committee notes the progress in achieving the Council Improvement Plan as detailed in the monitoring report (Appendix 1).

## **3 BACKGROUND**

- 3.1 The 2016/17 Council Improvement Plan was approved by Council on 25 June 2016. The action points in the Plan are primarily drawn from the results of the How Good is Our Council? (HGIOC) self-evaluation carried out by all services and the Corporate Governance self-evaluation. Consideration was also given to the findings and recommendations contained in Audit Scotland's Overview of Local Government in Scotland, Audit Scotland's Annual Report to Members and the Shared Risk Assessment prepared by the Local Area Network, although no specific improvement points were identified from these reports.
- 3.2 The six month monitoring report (Appendix 1) outlines progress that has been made in completing the 12 actions in the Improvement Plan since the Plan was adopted in June 2016. It shows that significant progress has been made on most actions and that all actions will be completed by March 2017.

## **4 POLICY IMPLICATIONS**

- 4.1 The 2016/17 Council Improvement Plan will assist the Council in demonstrating that it is achieving Best Value. It will provide the necessary focus to improve key areas of the Council at a corporate level, thus aiding delivery of the Council Plan. Moreover, it will support East Lothian Council in its constant striving for continuous improvement, to continue improving the quality and delivery of its services and to meet the Council Plan objective:

*Growing the capacity of our Council to deliver excellent services as effectively and efficiently as possible within our limited resources.'*

4.2 All the improvement points in the 2016/17 Improvement Plan will contribute to meeting this outcome. Also, the Plan supports the Council's improvement programme based around the following four key elements:

- Services built around people and communities
- Effective, efficient and excellent services
- Working together to achieve outcomes
- Prioritising prevention and promoting equality.

## **5 INTEGRATED IMPACT ASSESSMENT**

5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

## **6 RESOURCE IMPLICATIONS**

6.1 Financial – none.

6.2 Personnel – none directly, although certain actions within the Plan are likely to require the commitment of staff resources.

6.3 Other – none.

## **7 BACKGROUND PAPERS**

7.1 Appendix 1: 2016/17 Council Improvement Plan Monitoring Report

7.2 Council Improvement Plan; report to Council, 25 June 2016

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<b>DATE</b>	18 November 2016

## Appendix 1: 2016/17 Council Improvement Plan Monitoring Report

### 2016/17 Council Improvement Plan – Update Nov 2016

We deliver excellent services as effectively and efficiently as possible

	<b>ACTION</b>	<b>LEAD</b>	<b>TIME-SCALE</b>	<b>Update</b>
1	Begin developing a new Council Plan for 2017 – 2022 in autumn 2016. The Draft Plan will be presented to Council in early 2017 and form the basis of the Plan to be adopted by Council in August 2017. The work to develop the Draft Plan will include review of the East Lothian Profile, challenges and opportunities facing East Lothian and East Lothian Council and a review of Council policies to ensure they are relevant and up-to-date	Service Manager Corporate Policy & Improvement	Feb 2017	The process of preparing the draft Council Plan has begun and is on schedule to present draft Plan to Council in Feb 2017
2	Undertake benchmarking exercises on three service areas in order to better understand the variance in East Lothian Council performance against other councils	Service Manager Corporate Policy & Improvement and relevant Service Managers	Mar 2017	The Council is participating in benchmarking exercises supported by the Improvement Service
3	Carry out a Review of at least one service during 2016/17 using PIs, benchmarking data, customer satisfaction etc	Service Manager Corporate Policy & Improvement and relevant Service Managers	Mar 2017	Service review will be undertaken by March 2017
4	Prepare an elected members' Induction Programme, including mandatory elements, a briefing on the role of elected members on partnership bodies and arms length organisations and offering the opportunity to undertake a Continuous Personal Development Programme, in consultation with elected members for council approval prior to the 2017 Council elections	Service Manager Democratic Services	Jan 2017	Elected members' induction programme is being prepared – on schedule for report to be presented to Council in Feb 2017
5	Review Standing Orders including the Scheme of Administration (roles and responsibilities of Council Committees) and the Scheme	Service Manager Democratic	Mar 2017	Review of Standing Orders to be carried out

	of Delegation	Services		and will be completed by March 2017
6	Review the Workforce Development Plan	Service Manager Corporate Policy & Improvement	Completed	Workforce Development Plan 2012-2017 is still relevant and guiding priorities for training development. A new plan will be prepared following IIP assessment in March 2017
7	Promote greater awareness of Council policies such as the Gifts and Hospitality policy and Register of Interests	Service Manager Democratic Services	Oct 2016	A programme to increase awareness of Council policies including Gifts and Hospitality policy is being developed. This will include staff briefings and use of the new Intranet and staff 'e-zine'
8	Review and where appropriate, act on the recommendations of the East Lothian Poverty Commission	Service Manager Corporate Policy & Improvement	Oct 2016	The Poverty Commission report was approved in principle by Council (Oct 2016). An Action Plan based on the report's recommendations will be considered as part of development of the new Council Plan (Feb 2016) and the new East Lothian Plan
9	Review and where appropriate, act on the new duties and responsibilities arising the Community Empowerment (Scotland) Act 2015	Service Manager Corporate Policy & Improvement	Oct 2016	Publication of Guidance on the Act has been delayed until mid-December. Guidance on how the Council will respond to the new

				duties and responsibilities is being prepared and policy issues will be considered by Cabinet when developed
10	The Council will follow up the review of STRIVE (the Third Sector interface) to further strengthen the relationship between the third sector, the Council and East Lothian Partnership	Service Manager Corporate Policy & Improvement	Dec 2016	The final report of the review of STRIVE was presented to East Lothian Partnership in October. Further discussions are being held to agree proposals for taking the report's recommendations forward
11	Implement staff communications plan to ensure staff are fully informed and engaged; including identifying ways to recognise and celebrate excellent performance and employee achievement	Service manager Corporate Policy & Improvement	Completed	Staff communications is being developed through new Intranet and new staff 'e-zine'. STAR Awards recognises and celebrates employee achievement
12	Implement the Web Development strategy to provide a more responsive and effective Council website that will support more 'self-service' activity by council service users – 'Channel Shift'	Service Manager Corporate Policy & Improvement	Mar 2017	Web Development and 'Chanel Shift' work is being undertaken including procurement of responsive website and on-line service delivery which will provide Customer Relations Management functionality with a view to procurement taking place early 2017

