

REPORT TO: Audit and Governance Committee

MEETING DATE: 20 February 2018

BY: Depute Chief Executive (Partnerships and Community Services)

SUBJECT: 2017/18 Council Improvement Plan Monitoring Report

1 PURPOSE

- 1.1 To present the 2017/18 Council Improvement Plan monitoring report to the Audit and Governance Committee.

2 RECOMMENDATIONS

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

3 BACKGROUND

- 3.1 The 2017/18 Council Improvement Plan was approved by Council on 22 August 2017. The ten action points in the Plan were drawn mainly from the Corporate Governance self-evaluation carried out by the Council Management Team (as reported to Audit & Governance Committee, 20 June 2017). These actions for development and improvement build on existing good practice and improvement actions being implemented to support the Council's progress through continuous improvement.
- 3.2 The six month monitoring report (Appendix 1) outlines progress that has been made in completing the actions in the Improvement Plan. It shows that significant progress has been made on most actions and that all actions will be completed by May 2018.

4 POLICY IMPLICATIONS

- 4.1 The 2017/18 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 striving for continuous improvement, to continue improving the quality and delivery of its services and to meet Council Plan objectives.

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: 2017/18 Council Improvement Plan Monitoring Report
- 7.2 Council Improvement Plan; report to Council, 20 June 2017

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DATE	8 February 2018

Appendix 1: 2017/18 Council Improvement Plan Monitoring Report (February 2018)

2017/18 Council Improvement Plan

We deliver excellent services as effectively and efficiently as possible

	ACTION	LEAD OFFICERS	DEADLINE	UPDATE
1	Adopt a 2017-2022 Council Plan	Service Manager Corporate Policy & Improvement	Completed	Completed with approval of 2017-2022 Council Plan by Council; 27/6/17.
2	Further develop staff communications and engagement, building on positive programmes such as the One Council Workshops	Service Manager Corporate Policy & Improvement	May 2018	Inform, the monthly staff e-zine, was introduced in December 2016 and is being used to improve staff communications. A new phase of One Council Workshops to engage staff in key issues facing the Council will be launched in the spring. These will build on the success of the first round of One Council Workshops.
3	Review the Council's key performance indicators (KPIs) and targets	Service Manager Corporate Policy & Improvement	Completed	Completed with review of KPIs approved by Policy & Performance Review Committee; 11/10/17.
4	Support the East Lothian Partnership to prepare and adopt a new East Lothian Plan (meeting its statutory duty to prepare a Local Outcome Improvement Plan) and review the East Lothian Partnership governance structure	Service Manager Corporate Policy & Improvement	Completed	Completed with approval of the new East Lothian Plan 2017-2027 by the East Lothian Partnership; 26/9/17. The review of the structure of the Partnership has been completed and approved by the East Lothian Partnership; 24/01/18 (to be reported to Council 27/02/18).

5	Promote the Council's consultation and engagement strategy and opportunities for public engagement and participation, which meet the Community Empowerment Act's statutory requirements	Service Manager Corporate Policy & Improvement	Completed	<p>'A Guide to Community Participation Opportunities' has been published on the Council website. This provided information on the large number of ways in which the Council encourages and supports consultation and engagement. It</p> <p>Cabinet (12/09/17) approved the Council's approach to meeting the new duties around Participation Requests and Community Asset transfer requests.</p> <p>East Lothian's six Area Partnerships are a key element of the Council's approach to public engagement and participation. Recommendations from a review of Area Partnerships carried out in 2017 are being used to further develop the Partnerships and their relationship with the Council and East Lothian Partnership.</p> <p>The Health & Social Care Partnership has published an Engagement Strategy and is involved in several consultations and engagement exercises.</p> <p>The Council's Consultation and Engagement Strategy has been reviewed and will be re-launched in April 2018.</p>
6	Prepare and adopt a Workforce Plan, incorporating a Workforce Development Plan	Service Managers HR and Corporate Policy & Improvement	April 2018	<p>A Draft Workforce Plan has been prepared and will be issued for consultation in March 2018. The draft plan and results of the consultation will be reported to Cabinet in the spring.</p> <p>A Workforce Development Plan based on the new Workforce Plan is being prepared.</p>

7	Review elected members' development needs and provide an ongoing training and development programme	Service Manager Corporate Policy & Improvement	April 2018	<p>A '100 days review' following the May 2017 elections has been carried out with elected members.</p> <p>A follow up survey of elected members' training and development needs will be carried out in March 2018.</p>
8	Develop a regulatory services charter covering all services that provide regulatory services to business	Service Manager Protective Services	May 2018	The regulatory services charter is being prepared and will be completed by May 2018
9	Using Audit Scotland's Best Value Audit Toolkits, review the performance and practice of the council's key processes.	Service Manager Corporate Policy & Improvement	Completed	The Council's key processes have been reviewed using Audit Scotland's Best Value Toolkits. Improvement actions, including reviewing the Council's Continuous Improvement Framework, self-evaluation and the reporting and use of performance information, are being taken forward in preparation for the Best Value Audit that will take place in spring 2018.
10	Take necessary actions to improve processes, performance and governance identified through action 9 and in the Quality Scotland Committed to Excellence award feedback in preparation for submitting an application for the Quality Scotland Recognised for Excellence Award. This will provide independent external validation of the Council's practice.	Service Manager Corporate Policy & Improvement	Completed	The Council submitted its Recognised for Excellence submission in December 2017, and is preparing for the assessment, which will take place in March 2018.