

1 November 2011

## QUARTERLY PROGRESS UPDATES ON PREVIOUSLY AGREED RECOMMENDATIONS

### Summary

Members are asked to consider the assessments of progress contained within the attached Progress Updates on the implementation of previously agreed recommendations. There are outstanding recommendations from the following reviews:

- EIT Task & Finish Review of Customer Services and Taxation
- EIT Task & Finish Review of Human Resources
- Older Peoples Strategy
- Voluntary & Community Sector

### Detail

1. Following the Cabinet consideration of scrutiny reports, accepted recommendations are then subject to a monitoring process to track their implementation.
2. Two main types of report are used. Initially this is by means of Action Plans detailing how services will be taking forward agreed recommendations. This is then followed by a Progress Report at a future agreed date. Evidence is submitted by the relevant department together with an assessment of progress against all recommendations. Should members of the Select Committee agree, those recommendations which have reached an assessment of '1' are then signed off as having been completed.
3. In order to track those recommendations which are not signed off following the first round of Progress Reports, a series of progress updates are submitted for all Select Committees on a quarterly basis.
4. The assessment of progress for each recommendation should be categorised as follows:

1 Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified
2 On Track but not yet due for completion	The evidence provided shows that implementation of the recommendation is on track but the timescale specified has not expired.

3 Slipped	<p>The evidence shows that progress on implementation has slipped.</p> <p>An anticipated date by which the recommendation is expected to become achieved should be advised and the reasons for the delay.</p>
4 Not Achieved	<p>The evidence provided shows that the recommendation has not been fully achieved.</p> <p>An explanation for non achievement of the recommendation would be provided</p>

5. As discussed at Executive Scrutiny on 27 January 2009, link officers will not be in attendance for quarterly progress updates, but Member comments will be communicated to the services concerned by the Scrutiny Team.
6. **Appendix 1** sets out the outstanding recommendations for this Committee. Members are asked to review the update and indicate whether they agree with the assessment of progress. A separate report for the EIT Task & Finish Review of Human Resources is attached at **appendix 2**.

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