

AGENDA ITEM

REPORT TO EXECUTIVE SCRUTINY COMMITTEE

20TH OCTOBER 2009

REPORT OF HEAD OF CUSTOMER SERVICES & TAXATION

EFFICIENCY, IMPROVEMENT AND TRANSFORMATION (EIT) REVIEW OF ADVICE AND INFORMATION SERVICES

SUMMARY

This report presents the baseline and initial challenge information relating to the EIT Review of Advice and Information. It goes on to outline options for further investigation as the next stage of the review.

RECOMMENDATION

That the baseline, initial challenge and options for further investigation be noted.

DETAIL

1. The Executive Scrutiny Committee noted the proposed scope and project plan for the EIT review of Advice and Information at its meeting on 10th June 2009.
2. Due to the range of services encompassed by the review, and its focus on advice and information services that are provided directly by Council officers *and* external agencies, the baseline and challenge information is provided in report format at Appendix 1.
3. The report at Appendix 1 also describes the conclusions that have been drawn from the baselining and challenge exercise and options for further investigation which will form the next stage of the review.
4. The review is on target to make recommendations to Cabinet in February 2010 (reporting in to Executive Scrutiny in January 2010).

FINANCIAL & LEGAL IMPLICATIONS

5. There are no direct financial or legal implications arising from the report, as the review has just reached the end of the baseline/challenge phase.

RISK ASSESSMENT

6. The review is classed as low to medium risk. Existing management systems and daily routine activities are sufficient to control and reduce risk.

COMMUNITY STRATEGY IMPLICATIONS

7. Enhanced service delivery through the EIT process. The objectives of the review are to ensure that those who need advice and information, both now and in the future, have access

to suitable services and that available resources are targeted so that these services are delivered in a way that is of value to customers and best meets their needs and expectations.

CONSULTATION INCLUDING WARD COUNCILLORS

8. Viewpoint residents survey and discussions with voluntary sector organisations as described in the report at Appendix 1.

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Background Papers: EIT Review of Advice and Information, Scoping Document and Project Plan (Executive Scrutiny Committee 10th June 2009)

Ward(s) and Ward Councillors: Not Ward specific.

Property: No property implications.