

## **Housing and Community Safety Select Committee**

### **Update to Executive Scrutiny Committee – 4 January 2011**

#### **Review of Taxi Licensing**

The Committee will receive the Action Plan on 13 January 2011.

#### **EIT Gateway Review of Administration, Business Support / Customer Services, and Performance Management**

##### **Update on Progress (including issues/problems/successes)**

The Committee met on the 18<sup>th</sup> November and agreed the options that were put before them in order to progress the review. The Committee agreed that in relation to General Admin strand that the preferred way for the council to perform an efficient and effective delivery of this service would be to operate a 'hub and spoke' model. Members were informed that this approach would provide flexibility to cover absences and peak workloads.

The Committee also agreed with the preferred option for achieving a more efficient way of delivering PA support and that the practice of having a ratio of 1 PA for every 2 Heads of Service/Corporate Directors with any exceptions requiring CMT approval.

In relation to the Technical Admin strand, the Committee agreed that each individual service should review the ways in which it carries out its technical admin duties. The individual reviews should result in a more efficient service.

The preferred option for the Business Support and Performance Management strand was to rationalise and reorganise the current functions into three combined teams in service groupings. This would mean one each for CESC and DNS and a combined and corporate wide Resources service.

The Committee will be provided with final recommendations on the 13<sup>th</sup> January.

#### **Monitoring**

The Committee will receive monitoring updates for the EIT Review of Regulatory Services, and Choice Based Lettings at its meeting on 13 January 2011.