Housing and Community Safety Select Committee

Update to Executive Scrutiny Committee – 8 February 2011

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

Update on Progress (including issues/problems/successes)

The Committee agreed the final report of the EIT Gateway review of Administration, Business Support and Performance Management on the 13th January.

The Committee noted the formation of a council-wide General Administration service and the introduction of the practice of a ratio of 1 PA to 2 Heads of Service. The Committee also noted the combined performance and business support teams created in service groupings and also the new working arrangements that were being adopted for technical administrative support in individual services.

Monitoring

The Committee were provided with quarterly updates of Choice Based Lettings and Yr 1 EIT Review of Regulatory Services and were agreed with the assessment of progress.