

**ACTION PLANS FOR YEAR 2 EIT REVIEW REPORTING IN TO  
EXECUTIVE SCRUTINY COMMITTEE**

**Summary**

Members are asked to consider the Action Plans setting out how the agreed recommendations from the year 2 officer led Efficiency Improvement and Transformation (EIT) Reviews, and the Task and Finish Scrutiny Review of Outside Bodies, will be implemented and target dates for completion.

**Detail**

1. The Officer led and Task and Finish final reports were considered by Cabinet in December 2010. Cabinet accepted the recommendations.
2. Action Plans have now been drafted to set out how the relevant services will be taking forward the agreed recommendations including target dates for implementation. The reports are attached as follows:

**Appendix 1** – EIT Task and Finish Review of Democratic Services

**Appendix 2** – EIT Reporting In Review of Devolved ICT

**Appendix 3** – EIT Reporting In Review of Procurement and Commissioning

**Appendix 4** – Task and Finish Scrutiny Review of Outside Bodies

3. Progress Reports will be presented to Committee on a quarterly basis.

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## Action Plan – EIT Review of Democratic Services

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
1	That the Area Based Allocation grants amounting to £15,393 be retained as part of the Council's overall required savings.	None	Activity absorbed within workload / existing budget	£15,393	Head of Democratic Services	Paul Bale	01/04/11
2	That subject to CMT and MAP approving the introduction of a summer recess period for Council/Committee meetings, the Head of Democratic Services be authorised to consider the introduction of a system of annualised hours for Democratic Services staff and realise any financial savings that accrue from this.	<p>Head of Democratic Services seek agreement by group leaders.</p> <p>Council approval of 2011 – 2015 Democratic Diary.</p> <p>Consult staff re introduction of annualised hours.</p> <p>Implement annualised hours in Democratic Services Team</p>	Agreement achieved	Approximately £5,000	<p>Head of Democratic Services</p> <p>Team Leader – Democratic Services</p> <p>Head of Democratic Services</p> <p>Head of Democratic Services</p>	Paul Bale	<p>31/12/10</p> <p>31/03/11</p> <p>31/03/11</p> <p>01/04/11</p>
3	That, subject to consultation with Members, the Council's approach to	<p>Options paper to CMT</p> <p>Consult group leaders – get their Members</p>	<p>Revised AGM and ordinary Council</p> <p>Efficiency Savings</p>	To be determined	Head of Democratic Services	Paul Bale	<p>24/01/11</p> <p>25/01/11</p>

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
	the hosting of its AGM be revised, as outlined, with effect from 2011 and MAP be invited to consider options to be presented regarding the future role of ordinary Council meetings.	views Consult MAP Consult Cabinet Report to/Decision at Council	Value Added				31/01/11 – 28/02/11  17/03/11  29/06/11
4	That subject to full consultation with elected Members:-						
	the Head of Democratic Services and the Head of ICT seek to introduce a standardised level of future IT support for Members;	Consult MAP	Consistent standard of support	To be determined	Head of Democratic Services	Paul Bale	31/03/12
	following the successful rationalisation of our printer estate within the authority and the introduction of secure 'follow me' printing from multi-function devices, local printers in Members homes be no longer supported;	Consult MAP on 'follow me' or house printing	More efficient printing	To be determined	Team Leader Democratic Service	Paul Bale	31/03/12

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
	in line with Workwise principles, the amount of office accommodation provided within the Council offices be rationalised to reduce the amount of office space required in favour of more shared "touchdown" facilities with concentrated workspace areas;	Consult with Members post election to determine need  Produce options  Implement	Accommodation facilities that meet needs in an effective and efficient way	To be determine	Head of Democratic Services  Team Leader Democratic Services	Paul Bale	31/03/12
	advancements in IT technology be reviewed in the near future to see whether devices such as I-Pads, tablets etc can be introduced by the Authority offering longer term efficiencies leading to a reduction in the Council's Printing budget with less paper work sent to Members and the facility for Members to access all documents via a tablet, upon which notes can be	Attend ICT Strategy Group  Maintain watching brief  Consult on options as and when appropriate	NA	NA	Team Leader Democratic Services	Paul Bale	31/03/12

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
	made on the documents electronically						
5	That attendance at the list of approved conferences is reviewed by the Members Advisory Panel.	<p>Link to wider review of all conference attendance and conference attendance to/at outside bodies.</p> <p>Consult CMT group leader and MAP re appropriate conferences and attendance</p> <p>Consult CMT re approval mechanism for attendance at seminars and conferences</p> <p>Consult CMT re conference/attendance to/at outside bodies</p>	Rationalise number of conferences agreed and approval mechanism in place for staff attendance at conference/seminars	To be determined	<p>Head of Democratic Services</p> <p>Team Leader Democratic Service</p>	Paul Bale	31/03/11
6	That Democratic Services, in consultation with each elected Member, be authorised to identify ward surgery venues that can be provided at no cost to the	<p>Map ward surgery venues</p> <p>Analyse attendance</p> <p>Analyse cost</p> <p>Consult MAP</p>	<p>Improved attendance</p> <p>Reduce cost/improve value</p>	To be determined	<p>Head of Democratic Service</p> <p>Team Leader Democratic Service</p>	Paul Bale	<p>28/02/11</p> <p>28/02/11</p> <p>28/02/11</p> <p>31/03/11</p>

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
	Authority, utilising more widely library and school buildings where appropriate.	Prepare options to maximise value added in consultation with ward members			Member Services Officer		30/06/11
7	That the business case for transferring servicing of LSP meetings to Democratic Services be explored by the Head of Democratic Services.	Prepare background / baseline paper  Prepare challenge / options paper  Prepare Cabinet report	Improved standards  Efficiency savings	To be determined	Director of Law and Democracy  Head of Democratic Services	Paul Bale	31/03/11  31/03/12
8	That Democratic Services deliver the further service improvements identified through independent assessment and inspection at no extra cost to the Authority within existing budgets.	Currently 2 Actions within the Law and Democracy Customer Excellence which are partial compliances. Discussions have taken place with Customer Services who will ascertain with the independent assessor as to how these can be made fully compliant.	Achievement of Full Compliance within the Customer Excellence Standard.	NA	Team Leader Democratic Services  Development Officers – Member Services	Paul Bale	31/03/12

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
9	That support arrangements for the Tees Valley Joint Health Scrutiny Committee are reviewed (in discussion with other Tees Valley Authorities) with a view to removing the £5000 scrutiny support to Middlesbrough Council and providing scrutiny support on a rotational basis from within existing scrutiny budgets at Stockton.	Prepare briefing note / report for CEX  Consult via TV CEX group	Arrangements ceased from 31/03/11	£5,000	Head of Democratic Services	Paul Bale	31/03/11
10	That the staffing arrangements at paragraph 204 are made permanent and any resulting savings are made permanent within the structure and budgets for Democratic Services.	Revised contract issued to Scrutiny Assistant  Budget and structures amended	Completed	NA	Team Leader Scrutiny  Team Leader Democratic Services	Paul Bale	31/03/11

No.	Recommendation	Proposed Actions/Progress	Success Measures	Savings/Cost	Lead Responsibility	Finance Manager	Completion Date
11	That future work is carried out to examine the civic function and how the current staffing arrangements and roles can become multi functional to increase efficiencies whilst maintaining and improving the current service.	Increase cross functional working within the civic team	Increased cross functional working	To be determined	Head of Democratic Services  Team Leader Electoral, Civic and Community Engagement	Paul Bale	31/03/12
12	That a new lease car for the Mayor be procured at an annual saving of £2,200	Procurement Exercise  Consult Mayors	Reduced CO2  Reduced cost	£8800	Head of Democratic Services  Team Leader Electoral, Civic and Community Engagement	Paul Bale	30/04/11
13	That the Head of Democratic Services continue to work with procurement to maximise the opportunities for savings in respect of electoral printing.	Briefings for Procurement Manager  Host regional workshop  Procurement exercise	Revised contract in place for print and electoral design.	To be determined	Head of Democratic Services	Paul Bale	31/03/12



EIT Review of Devolved ICT

No	Recommendation	Proposed Actions	Success Measures	Saving /Cost	Lead Responsibility	Finance Manager	Completion Date	Evidence of Progress February 2011	Savings /Costs to Date (please state whether actual or estimated) February 2011	Assessment of Progress (Categories 1 - 4) February 2011
1	The Head of Support Services (CESC) consult with School Heads regarding the findings of the EIT review and the proposal to transfer the SICTU function into Xentrall Shared Services.	Consultation with all schools at part of the overall consultation on services provided by the Council to schools	Proposal agreed with schools	None	Tony Beckwith	David New	17 <sup>th</sup> March 2011	Report will go to Cabinet on 17 <sup>th</sup> March with agree proposal	None	2 - On target

**Action Plan – Review of Procurement and Commissioning**

<b>No.</b>	<b>Recommendation</b>	<b>Proposed Actions/Progress</b>	<b>Success Measures</b>	<b>Savings/Cost</b>	<b>Lead Responsibility</b>	<b>Finance Manager</b>	<b>Date</b>
1	Centralised approach to Category Management in Procurement be adopted.	<p>Category phasing has been completed and Phase 1 priority areas identified as follows:</p> <p><b>Corporate Categories</b></p> <ul style="list-style-type: none"> <li>• (1) Stationery</li> <li>• (2) Furniture</li> <li>• (3) Mail Services</li> <li>• (4) Clothing &amp; uniforms</li> <li>• (5) Cash Collection</li> <li>• (6) Consultancy</li> <li>• (7) Advertising, Publicity &amp; Marketing</li> <li>• (8) External Design &amp; Print</li> </ul> <p><b>Service Categories</b></p> <ul style="list-style-type: none"> <li>• (9) Building Construction</li> <li>• (10) Street Lighting</li> <li>• (11) Building Repairs &amp; Maintenance</li> </ul> <p>Remainder of Phase 1 categories to be scheduled through 2011/12.</p>	Improvement in management of categories and efficiency savings	Savings targets to be established for each category	<p>Martin Skipsey</p>            <p>Russell Smith</p> <p>Brian Buckley</p> <p>Ian Hodgson</p>	Paul Bale	<p>Date for report to EIT Sub-board including targets.</p> <p>Category 1,7,8 – March 2011</p> <p>Category 2,3,4,5 – Feb 2011</p> <p>Category 6 – May 2011</p> <p>Category 9,10,11 – April 2011</p>

**Action Plan – Review of Outside Bodies**

No.	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
1.	That the information requested annually from Outside Bodies and held by Democratic Services be improved and expanded to include a description of the Body, meeting frequency, time and dates/days of meetings and whether substitutes are permitted, and are categorised in to types of body, e.g. statutory, partnership, joint, community to improve understanding of the nature of the organisations	Revised documentation, based on the examples of other local authorities uncovered during the review, have been devised containing the information requested. This documentation will be sent to each outside body organisation by the 31 <sup>st</sup> January 2011 following feedback received from Heads of Service as to which organisations they would wish to continue to be represented on from 2011 onwards. Replies requested by 28 <sup>th</sup> February 2011.	Improved information received regarding the purpose, frequency and governance arrangements of each organisation appointed to; which in turn, can be provided to elected members to ensure that they have a greater appreciation of the organisation’s role prior to deciding member appointments to Outside Bodies at the AGM in May 2011.	Team Leader-Democratic & Member Services	31 March 2011
2.	That the further information identified above be circulated to Political Groups prior to Annual Council to assist with the consideration of whether a nomination(s) is appropriate, and if so the number of nominations, and identify the appropriate nominee(s) (to be considered at recommendations 3)	Completed profiles of each outside body organisation to be sent to each Group Leader/Secretary by the 1 <sup>st</sup> April 2011.	Each political group more informed of the role, purpose and governance of each outside body organisation, and therefore better equipped as a group to determine which member(s) should serve on each organisation.	Team Leader-Democratic & Member Services	4 April 2011
3.	That Group Secretaries be given the opportunity to meet prior Annual Council to discuss nominations to Outside Bodies	Meeting of all Group Leaders/Secretaries to be held 9 <sup>th</sup> May 2011.	All vacancies to outside body appointments filled by appropriate nominations based on sound knowledge of	Team Leader-Democratic & Member Services	16 May 2011

No.	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
			background to each organisation.		
4.	That appointments are made on a four year term basis, recognising however, that for various reasons decisions might be required during the 4 years to terminate the original term of office and/or agree a replacement appointment	All political groups invited to submit nominations based on a four year term, and appropriate agenda item contained on AGM 25 <sup>th</sup> May 2011. All outside body organisations advised in advance in earlier correspondence; and subsequently informed of contact details of member(s) appointed following AGM.	Each organisation and elected member aware of duration of their appointment and able to develop an effective relationship and plan activities/training over a longer, more strategic time period.	Team Leader-Democratic & Member Services	25 May 2011
5.	That the appointment process is mapped and made available to all Members	Copy of appointment process attached and available in Members Information section of Intranet (insert link)	Increased awareness amongst officers, members and external organisations regards how appointments to outside body organisations are made and the criteria involved.	Team Leader-Democratic & Member Services	1 March 2011
6.	That an area in the Members Library section on the intranet (and internet if the information can be made available to the public) be allocated for officers to upload relevant information received from Outside Bodies, including reports, minutes, and links to the organisations websites where applicable	Existing Members Information section of Intranet to be redesigned to accommodate information received. All Directors/Heads of Service to be advised of facility to deposit information re activities of organisations. Where possible, appropriate links to organisations websites also provided, including on the Council's website.	More feedback received regarding activities of OB organisations and greater awareness amongst members/officers of those activities.	Team Leader-Democratic & Member Services	1 June 2011

No.	Recommendation	Proposed Actions/Progress	Success Measures	Responsibility	Date
7.	That, in addition to officers, Members are requested to provide annual feedback for the bodies they are appointed to, monitoring the activity of these bodies and the value of the appointments	An annual survey be initiated by the Member Support Officer to obtain members views and the results be assessed and considered with relevant officers.	Identification of support needs for elected members serving on Outside Bodies and evaluation of how Council/Outside Body association can be improved.	Team Leader-Democratic & Member Services	1 April 2012
8.	That Members be advised of the relevant officer(s) and Cabinet Member to contact with issues or concerns for each body	Service Groups be requested to identify any officers who support or have regular involvement with each outside body. Following review of information obtained describing the purpose of the body, consideration be given as to which Cabinet Portfolio holder remit is best aligned to each outside body, and each member and Cabinet Member be advised accordingly.	Increased officer and Executive support for members serving on outside bodies, allowing any identified issues/problems to be resolved more quickly. Increased Executive awareness of activities of organisations that contribute towards their portfolio remit.	Team Leader-Democratic & Member Services	1 June 2011
9.	That the Engagement & Partnership Team and Catalyst be asked to continue to facilitate the provision of advice and assistance to community groups regarding Trustee Liability insurance issues	<p>Ensure that the Catalyst website and the "My Community" pages of the Council's website have current best practice advice and guidance on trustee liability insurance. This information shall be reviewed each quarter to ensure it is up to date.</p> <p>The Community Empowerment Network contract 2011/12 to include governance support to groups and neighbourhood boards through signposting/online resources, including the Catalyst website and "My Community Pages" on</p>	<p>Quarterly check to ensure the relevance of the advice and guidance posted.</p> <p>Included</p>	<p>Senior Community Engagement Officer</p> <p>Partnership and Engagement Manager</p>	<p>1<sup>st</sup> May 2011</p> <p>March 2011</p>

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		the Council site as appropriate.			
10.	That the names of the schools governing boards which Members are appointed to is stated on each Members Egendera profile.	Post elections 2011, Democratic Services to obtain from School Governing Body Support names of existing Cllrs appointed to School Governing Bodies and update each members profile on E-Gendera; and thereafter, subsequent appointments at Cabinet be monitored and E-Gendera maintained accordingly.	Increased awareness of Councillor involvement on bodies they have been appointed to by Council.	Team Leader-Democratic & Member Services	1 June 2011