

Housing and Community Safety Select Committee

Update to Executive Scrutiny Committee – 8 March 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.

Review of Work

The Committee considered the work that it had undertaken during the last four years. This showed the interest of Members to the reviews that they had completed who are pursuing more information:

- RSL Protocol – to be discussed at 7 April meeting. The Head of Housing is to send a questionnaire to all Members.
- CBL – 25% of CBLs are turned down. Members want to find out why and whether this issue needs further review.

Monitoring

Members were presented with an action plan following the review of taxi services outlining how the recommendations will be implemented. Officers will be attending the select committee's next meeting (7 April) to provide the outcome of the consultation regarding taxis using bus lanes.