

Progress Update – EIT Review of Advice & Information

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 05/07/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated)	Assessment of progress (Categories 1-4)
1	That the five separate contracts described in paragraph (66) of the report at Appendix 1 and their associated budgets be pooled, and the Council develop a new specification for advice and information services that meet residents' needs and the Council's strategic priorities, particularly around financial inclusion and also takes account of the current economic climate. That the Council embark on a tendering exercise for a three-year contract, with option to extend for a further two years, with a contract start date of 1st April 2011.	D Hurwood Input from Procurement team as required.	D New & A Bryson	01.04.11 onwards	Contract awarded January 2011. New contract arrangements started on 1 st April 2011.	£19,000 per annum (actual)	1 – Achieved fully
3	That the temporary post of ILFO (Independent Living Fund Officer) transfer from the in-house Welfare Rights team to the temporary Specialist	P Smith / A Connor	D New	31.03.11	This post has been picked up and is now being funded under the Social Care Reform Grant, as part of the work of the Personalisation Team. It will be reviewed as part of the Adult Social Care restructuring proposals.		1 – Achieved fully

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	Transformation Team, followed by a further review to consider the optimum place within the organisation for this role, when the work of the Personalisation Support Team concludes.						
4	That, subject to consultation with staff and unions, an organisation restructure be undertaken within CESC to merge the rest of the in-house Welfare Rights team with the CESC Client Financial Services team and that the focus of the Welfare Rights team within this new structure be on (but not exclusively): i. supporting social care clients to maximise their income and access other services that might enhance their wellbeing (thereby bringing in additional income for the Council)	T Beckwith / S McEneaney	D New	31.03.11 30.06.11 (new target)	The merger of the Teams has taken place and Welfare Rights staff moved to Bayheath House in January. Work has been done to develop a Business Plan for 2011/2012 to incorporate recommendations made from the Review. The service provided by Welfare Rights has been reviewed as part of the Business Plan preparation to enable them to respond to the Governments announced changes to the Welfare Benefits System. In light of this the original recommendations agreed by Cabinet will need to be amended to fit service requirements and further details will be provided at the next review. It is anticipated that the demand for advice and information will increase significantly across the Advice and Information network.		1 – Fully Achieved (for restructure) 2 – On track

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	<p>ii. undertaking specific projects linked to other Council services and key Council agendas, particularly how to make use of internal information and customer insight to target campaign work</p> <p>iii. acting as a reference point for advice and referrals from Social Care staff</p> <p>iv. co-ordinating Advice and Information provision across the borough</p> <p>v. developing referral protocols with the external provider selected to deliver the contract for advice and information services described in Recommendation (1) above in an attempt to cut down some of the task duplication and enable a more specialist approach to certain tasks (such as representation at Tribunals).</p>						

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5	5. That the Welfare Rights service enter into discussions with the PCT to seek to draw in funding by delivering advice sessions at GP practices, similar to models adopted by other local authorities.	Manager of the new team set up as part of recommendation (4) above	D New	October 2011 (revised date)	This recommendation is still in review due to the changes within the PCT's. Consideration is being given of how best to work with GP practices particularly in light of the proposed GP consortiums. It does form part of the new business plan but there will be a delay Revised completion date is still set as October 2011		2 – On track (against revised completion date)
6	That the Web Development Team, part of the new Communications Team, develop a specification and work with Xentrall ICT to create an on-line directory of Advice and Information providers across the borough.	D Hurwood C Cooke	N/A	March 2011 (revised date)	As previously reported, this piece of work is linked to the creation of the Adults Services Directory. Shortly after the last update, the company that the Council was working with to develop the directory (OpportunityLinks) went into administration and was acquired by an existing larger company (OpenObjects). The new supplier has proposed an alternative solution based on their established Adult Social Care Hub. This proposal meets the Council's needs and provides an innovative and improved solution that is tried and tested by many other authorities. A further benefit of adopting this solution is that it can be implemented within 4-6 weeks, go live approximately 4 weeks later, and information already loaded will not be lost. A new target live date of July 2011 is now proposed.		3 - slipped
7	That Customer Services and the Library Service promote the availability of the new directory and become	K Hornsey / L Featherstone	N/A	May 2011 (revised date)	Dependent on (6) above. Some initial discussions and consultation have taken place with Customer Services and library staff. Training will be included in the project plan for the launch of the new product. It is estimated that this task will now be complete		3 - slipped

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	points of contact for customers seeking sources of advice and information in face-to-face situations and over the telephone.				by the end of September 2011.		
8	That an advice providers' network be created, with responsibility for setting up and leading this network sitting within the restructured Welfare Rights team recommended at (4) above.	Manager of the new team set up as part of recommendation (4) above	N/A	October 2011 (revised date)	Initial meetings have been completed with SDAIS re setting up an advice network. A further initial meeting is scheduled in May with a range of advice providers to discuss setting up the network and terms of reference		2 – On track (against revised completion date)
9	The newly formed advice providers' network explore options of bidding for Big Lottery grant to support the activities of the network.	Manager of the new team set up as part of recommendation (4) above	N/A	Oct-11	This will follow on from the set up of the network as specific work/project scope will need to be identified to apply for funding		2 – On track
Predicted savings of Review				£61,500 over 3 years	Actual Savings of Review to Date (including all recommendations)	£57,000 over 3 years	
Human Resources Implications				None			

Progress Update – EIT Review of Commercial Trading

No.	Recommendation	Lead Responsibility	Finance Manager	Anticipated Completion Date/ Completion Date	Quarter 4 Evidence of progress Presented to Committee on 05/07/11 (Please state current position on recommendation or alternative action taken)	Savings/Costs to Date (please state whether actual or estimated) 05/07/11	Assessment of progress (Categories 1-4) 05/07/11
1	The Commercial Trading Services to be utilised as the first choice provider by other services within the authority, with external providers used only in circumstances where the Commercial Trading Services are unable to effectively deliver that service due to capacity or other specific issues	Jamie McCann	John Bailey	Quarterly monitoring and reporting	There are still significant income that is being spent outside the authority by School and non-school sites. One external catering company has gained income of £ 20,849.24 from SBC whilst external commercial waste services account for a further £50,884. When taking account of the external spend for heating and electrical services, this amounts to over £150k for works which could be undertaken by Direct Services (a full breakdown can be provided).		3 - Slipped
4	Increase in charges for bulky household waste collection service from £10 to £15 for the removal of up to six items	Jamie McCann	John Bailey	April 2011	The revised charge has been introduced from 1 st April 2011. The impact of the new increased charge will be monitored at Q1 2011/12.	To be reported in Q1 2011/12	1 - Achieved
5	Expansion of the customer base for commercial waste collection services	Jamie McCann	John Bailey	Quarterly monitoring and reporting	This has proven problematic due to the increase in competition within the sector as well as increased numbers of businesses closing down. Customer base has dropped lightly with associated income levels although options are being reviewed at the moment with a view to identifying appropriate selective marketing options.	£0	3 - Slipped

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6	Retention of electrical works currently provided by external providers in-house	Jamie McCann	John Bailey	Quarterly monitoring and reporting	Schools are still heating and electrical receiving works from external providers, this totals £67,466.78 There are still some spend from non-schools being spent externally, this comes to £11,131.16.	£0	2 – On Track
7	Improved partnership working with Technical Services on Highways Improvement Schemes, reducing non-value adding processes and associated costs (proposal shared with EIT Review of Highways, Lighting and Network Management)	Jamie McCann and Richard McGuckin	John Bailey	April 2011 Place Survey 2010 and IPSOS MORI Survey 2011	The Highways EIT review is ongoing at present which will need to link into the CFYA EIT review – ongoing dialogue continues between the two areas to ensure that works which can be completed by Direct Services are automatically issued. Quarterly liaison meetings are held between CFYA and Highway Network Management where scheme issues are discussed whilst the same group is working on a project to introduce handheld technology for the Highway Inspectors.	NA	2 – On track
8	The rationalisation of catering provision in administrative buildings	Jamie McCann	John Bailey	April 2011	The Tea Service in administration buildings ceased on 24 th December, all staff have been redeployed into other catering establishments	£0 (full savings realised from 1 st April)	1 - Achieved
Predicted savings of Review				£250k	Actual Savings of Review to Date (including all recommendations)	£84K	
Human Resources Implications				No HR implications.			

Progress Update – EIT Review of Domestic Violence

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6.	Consider the issue of home to school transport for children in families affected by Domestic Violence.	Head of Community Protection	David New	8 Feb 2011	This issue has been discussed in detail with CESC colleagues. The provision made by Stockton Council is more extensive than that made by most authorities in the region, and all statutory obligations are being met. There is no funding available to extend provision. It is recommended that this action point be discharged.	N/A	1 –Fully Achieved
Predicted savings of				None	Actual Savings of Review to Date (including all recommendations)	N/A	
Human Resources Implications				N/A			

Progress Update – EIT Review of Devolved ICT

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1	The Head of Support Services (CESC) consult with School Heads regarding the findings of the EIT review and the proposal to transfer	Tony Beckwith	David New	17 th March 2011	Following consultation SICTU has transferred into the responsibility of the Head of Children, Schools and Complex Needs	None	1

	the SICTU function into Xentrall Shared Services.						
Predicted savings of Review				None	Actual Savings of Review to Date (including all recommendations)	None	
Human Resources Implications							

Progress Update – EIT Review of Procurement & Commissioning

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1	Centralised approach to Category Management in Procurement be adopted.	Martin Skipsey Russell Smith (Ian Hodgson, Gary Laybourne) Brian Buckley	Paul Bale	May 2011	Category Reviews completed for Mail Services, Telecoms, Water Dispensers, Clothing, Cash Collection, Furniture & Stationery Category Reviews underway for Facilities Management, Building Construction, Childrens Education Services, Street Lighting, Advertising, Print & Consultancy.	£116,835 actual £52,636 estimated To be determined	2 – On Track
Predicted savings of Review				£250k for 2011/12 £500k for 2012/13	Actual Savings of Review to Date (including all recommendations)	£116,835	
Human Resources Implications				None			

Progress Update – EIT Review of Xentrall

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1	ICT is restructured with a projected saving of £404k per year.	Ian Miles	Paul Bale	11/4/11	Restructure now complete	Redundancy Costs £478k Savings expected 11/12 £369k to contribute to above Savings expected 12/13 onwards £404k	Complete
2	Transactional Finance and HR are restructured to take account of existing savings and be more responsive to future customer needs.	Ian Coxon	Paul Bale	1/4/11	Restructure now complete	Redundancy Costs £159k Savings expected 11/12 to fund above costs Savings expected 12/13 onwards in line with Business Case target	Complete
3	Design and Print continues to embed newly implemented changes.	Ian Miles	Paul Bale	1/4/11	All improvements outlined in improvement have been completed.		Complete
4	Further work be undertaken to assess customer needs. This won't affect the options or the savings but it may impact on the way in which the service is delivered.	Sue Reay	Paul Bale	1/4/11	Customer satisfaction survey has now been completed. The survey was both quantitative (so that the performance could be measured) and qualitative so that more detailed feedback could be received about the changes in the service.		Complete

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5	Capitalise on existing investment. This option builds on the original business case whereby more services could be put into the partnership and there is also an opportunity to expand the business by seeking additional income from other public sector bodies. Additional savings have also been identified as part of the review.	Sue Reay	Paul Bale		This is an ongoing target. During the year 2010/11 new business includes Tees Valley Unlimited and two new Academies (North Shore, Stockton and Hurworth, Darlington).		2 – on track
Predicted savings of Review			£400,000	Actual Savings of Review to Date (including all recommendations)			
Human Resources Implications			<p>ICT Review The review covered 87 Full Time Equivalent Employees and the required reduction was 16. There were 3 vacant posts and 11 volunteers for redundancy leaving 2 employees in a compulsory redundancy situation for whom redeployment opportunities are being sought.</p> <p>HR Review The review covered 64.75 full time equivalent employees and the required reduction was 9.02. There were 5.02 vacant posts and 2 volunteers for redundancy leaving 2 employees in a compulsory redundancy situation who have now left the organisation.</p>				

Progress Update – EIT Review of Democratic Services

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1	That the Area Based Allocation grants amounting to £15,393 be retained as part of the Council's overall required savings.	Head of Democratic Services	Paul Bale	01/04/11	Activity absorbed within workload / existing budget	£0	ABG abolished
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.	Head of Democratic Services Team Leader – Democratic Services Head of Democratic Services Head of Democratic Services	Paul Bale	01/04/11	The Democracy Diary, which includes a summer recess, for 2011/12 – 2014/15 was agreed at CMT on 29/11/10 and consulted with Group leaders following this. Letters to request expression of interest for annualised hours have been sent to staff. Volunteers received, pilot to progress this August	None	3 - Slipped
3	That, subject to consultation with Members, the Council's approach to the hosting of its AGM be revised, as outlined, with effect from 2011 and MAP be invited to consider options to be presented regarding	Head of Democratic Services	Paul Bale	29/06/11	On 28/02/11 MAP considered that from 2011, appointments to Committees and Chair and Vice Chair positions be made for a four year period in line with changes already introduced with regards to the appointment of the Leader, Cabinet and Outside Body positions. Council agreed this way forward at its AGM.		1 – Fully Achieved

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	the future role of ordinary Council meetings.				AGM was held on 25/05/11		
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;	Head of Democratic Services	Paul Bale	31/03/12	Consultation will take place with MAP in the first instance.	None	2 – On Track
	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;	Team Leader Democratic Service	Paul Bale	31/03/12	Consultation will take place with MAP in the first instance.	None	2 – On Track
	in line with Workwise principles, the amount of office accommodation provided within the Council offices be rationalised to reduce	Head of Democratic Services Team Leader Democratic Services	Paul Bale	31/03/12	Consultation will take place with all Members in the first instance.	None	2 – On Track

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	the amount of office space required in favour of more shared "touchdown" facilities with concentrated workspace areas;						
	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 made on the documents electronically	Team Leader Democratic Services	Paul Bale	31/03/12	Team Leader Democratic Services attends ICT strategy group, and will maintain a watching brief.	None	2 – On track
5	That attendance at the list of approved conferences is reviewed by the Members Advisory Panel.	Head of Democratic Services Team Leader Democratic Service	Paul Bale	31/03/11	Consultation will take place with MAP regarding the appropriate conferences Members and officers should attend in July.	None	3 - Slipped

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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 Authority, utilising more widely library and school buildings where appropriate.	Head of Democratic Service Team Leader Democratic Service Member Services Officer	Paul Bale	30/06/11	Existing and potential ward surgeries with cost mapped out. Ward surgeries in the process of being agreed with Members.	None	2 – On track
7	That the business case for transferring servicing of LSP meetings to Democratic Services be explored by the Head of Democratic Services.	Director of Law and Democracy Head of Democratic Services	Paul Bale	31/03/12	Background and baseline information for the business case is being prepared before challenge and options process is completed before forwarded to Cabinet.	None	2 – On track
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.	Team Leader Democratic Services Development Officers – Member Services	Paul Bale	31/03/12	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.	None	2 – On track

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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.	Head of Democratic Services	Paul Bale	31/03/11	Arrangements for scrutiny and administrative support for Tees valley Joint Health Scrutiny Committee be shared between relevant Tees Valley Authorities have been agreed	£5,000	1 – Fully Achieved
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.	Team Leader Scrutiny Team Leader Democratic Services	Paul Bale	30/04/11	HR progressing		3 – Slipped
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	Head of Democratic Services Team Leader Electoral, Civic and Community	Paul Bale	31/03/12			2 – On track

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	whilst maintaining and improving the current service.	Engagement					
12	That a new lease car for the Mayor be procured at an annual saving of £2,200	Head of Democratic Services Team Leader Electoral, Civic and Community Engagement	Paul Bale	30/03/11	New lease car for the mayor procured	£2,200	1 – Fully Achieved
13	That the Head of Democratic Services continue to work with procurement to maximise the opportunities for savings in respect of electoral printing.	Head of Democratic Services	Paul Bale	31/03/12	Head of Democratic Service continues to work with procurement		2 – On track
Predicted savings of Review				11/12 £30k 12/13 £60k	Actual Savings of Review to Date (including all recommendations)	£7,200	
Human Resources Implications				<p>Recommendation 2: two employees have volunteered to reduce their working weeks during the August recess and it has been agreed to accept this as a trial period this year. The position will be reviewed in the September/October 2011.</p> <p>Recommendation 10: A delegated decision form has been produced and the employee who has been seconded to the Scrutiny team will be confirmed as permanent on 1 July 2011.</p> <p>Recommendation 11: Discussion will commence in September/October 2011 on staffing arrangements.</p>			

Progress Update – Review of Outside Bodies

No	Recommendation	Responsibility	Date	Q4 Evidence of Progress Presented on 05/07/11	Assessment of progress (Categories 1-4) 05/07/11
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	Team Leader-Democratic & Member Services	31-Mar-11	The governance information requested from outside/joint body organisations each year has been extended to include each of the information detailed in Recommendation 1 and the responses received from organisations has been extracted to build up a profile of each organisation.	1 – Fully Achieved
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)	Team Leader-Democratic & Member Services	04-Apr-11	Information shared with each political group and joint meeting of all groups held on the 9 th May 2011 to discuss nominations.	1 – Fully Achieved
3	That Group Secretaries be given the opportunity to meet prior Annual Council to discuss nominations to Outside Bodies	Team Leader-Democratic & Member Services	16-May-11	See (2) above. Individual group meetings held also and nominations received and circulated for consideration at AGM on 25 th May 2011.	1 – Fully Achieved

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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	Team Leader-Democratic & Member Services	25-May-11	Appointments made for a four year period (unless otherwise required by the organisation). Opportunity available for members to review appointments at any time at full Council.	1 – Fully Achieved
5	That the appointment process is mapped and made available to all Members	Team Leader-Democratic & Member Services	01-Mar-11	Details of the appointment process mapped out and contained in Members Library.	1 – Fully Achieved
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	Team Leader-Democratic & Member Services	01-Jun-11	Section provided within Members Library Section of Intranet http://sbcintranet/members/111395/161334/ containing information regarding each outside body organisation. Officers and members advised of site and requested to provide regular updates regarding each organisation's activities to Member Support Officer so that up to date information can be posted.	1 – Fully Achieved
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	Team Leader-Democratic & Member Services	01-Apr-12	Appropriate documentation devised based on experience of other authorities who have undertaken similar evaluation. Survey will be issued to members at the end of the current Municipal Year.	2 – On Track

No	Recommendation	Responsibility	Date	Q4 Evidence of Progress Presented on 05/07/11	Assessment of progress (Categories 1-4) 05/07/11
8	That Members be advised of the relevant officer(s) and Cabinet Member to contact with issues or concerns for each body	Team Leader-Democratic & Member Services	01-Jun-11	Letters confirming which organisations members have been appointed to have been issued to all members, along with details of the officers (and Cabinet Members where relevant) who they can approach should they have issues/concerns.	1 – Fully Achieved
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	Senior Community Engagement Officer Partnership and Engagement Manager	1st May 2011 March 2011	Comprehensive information for Trustees/Management Committees is currently being refined which focuses on the different kinds of insurance needed if you are providing or facilitating organisation/services to offer programmes activities /services from your community building. This should be on the Council's Partnership & Engagement web pages by September 2011.	2 – On Track
10	That the names of the schools governing bodies which Members are appointed to is stated on each Members Egenda profile.	Team Leader-Democratic & Member Services	01-Jun-11	Details of all Cllrs appointed to serve on School Governing Bodies obtained and included on Members profile on E-Genda.	1 – Fully Achieved