

Report to Council

Date of meeting: 24 April 2018

Subject: Overview and Scrutiny Report to Council

**Contact for further information: Councillor M Sartin
(Chairman, Overview and Scrutiny Committee)**

Committee Secretary: Adrian Hendry, ext.4246



Recommendations/Decisions Required:

That the Overview and Scrutiny progress report from February 2018 to the present be noted.

Report:

Overview and Scrutiny Committee Meeting – 27 February 2018

1. At our meeting on Tuesday 27th February, we received the Principal of Epping Forest College, Ms Famili. She was accompanied by the Chairman of the Board of Governors, Councillor Mohindra.
2. Together they went through the steps they were taking to bring the college back up to standard after the concerns raised by the Ofsted report at the beginning of 2017. This was her second visit to us within the space of a year to respond to the concerns of our members.
3. Ms Famili informed the Committee that during the year the college had noticeably improved. It had become a safer environment for students; they had made some significant partnership arrangements; and now had a 100 to 0 system, where people took 100% responsibility and 0% blame. However, there were some subjects that were still below the national benchmark and their apprenticeship programme was still not where they wanted it to be.
4. We then received an annual report from the Head of Customer Services, Ms Shaw, on an update of the Customer Service Programme. This report covered activity from November 2016 to January 2018. The Customer Service Programme had been designed to focus on 4 key projects: the Civic Offices Reception; the Corporate Contact Centre; the Systems and Digital Development; and Customer Satisfaction.
5. Ms Shaw proceeded to outline the progress made and pieces of work that were either still in progress or yet to be started. As part of the ongoing review of the systems there would be an annual Customer Satisfaction Survey looking at how customer satisfaction was changing over the lifetime of the programme. We also noted that they were, via the Website Development Board, looking at a complete re-design of our website. They hoped to reduce the nearly 4,000 pages we have at present on the site to around 350 pages. This would make the site easier to navigate

by members of the public as well as making it easier to access and navigate by smart phone and tablets.

6. We then reviewed the third quarter performance of the Key Action Plan for 2017/18 and also received an update of the Transformation Programme as well as considering Cabinet's Forward Plan.

7. Finally we reviewed our ongoing scrutiny of external organisations. We noted that the Chief Executive of the East of England Ambulance Service had been invited to attend our April meeting and in preparation for this the committee was asked to identify areas that they wished to be covered. Some of the topics identified were response times, attendance times and stress areas in the system.