

NOTICE OF EXECUTIVE DECISIONS

The Executive Board made the following decisions at its meeting on 11 December 2007:-

<u>Item</u>	<u>Decision</u>
Two Tier Working in Essex (Minute 421/07)	<p>That the following observations be made on the Neil Kinghan Paper:-</p> <ul style="list-style-type: none">• Whilst there can no doubt be a number of positive outcomes from two tier working, such as economies of scale, it is important to remain mindful of the sovereignty and individual accountability of each Authority.• Notwithstanding that there are some interesting inter-authority initiatives coming forward, such as those between Braintree and Colchester, it should not be the case that initiatives are introduced which do not have the support of an Authority that is expected to participate.• Effective partnership working on aspects such as Local Area Agreements is of particular importance. In Rochford District Council's experience, more effective County Council involvement in the Local Strategic Partnership would be welcomed.• It is important to be mindful of the need to deliver effective local government services to the public. In considering a service, the public will not necessarily differentiate between types of authority and all services should be challenged to deliver to their optimum in the public interest.• There is some concern at an indication within the Paper that the County Council does not have procedures for notifying its own Members of decisions and County events affecting their areas.

Item**Decision**

- Any arrangements relating to developed communication should not lose sight of the valuable role that can and should be played by County Members whose divisions fall within the respective Boroughs/Districts.
- Notwithstanding the potential value of the County Council establishing an electronic notice board on its website, it is important to be mindful of the fact that not all members of the public have electronic access. (CE)

Peer Review Action Plan
(Minute 422/07)

That, subject to recognising that further actions could emanate from developing the role of Area Committees, the Action Plan as appended to the report be agreed. (CE)

**Access to Services
Strategy and Action Plan**
(Minute 423/07)

- (1) That the overall direction of the Access to Services Strategy be agreed, subject to the production of a detailed business case for the centralisation of the management of the frontline customer service and to recognition that, in view of customer preference, a review of opening hours for face to face services aiming to extend the hours would be an appropriate aspiration.
- (2) That the following 'quick wins' be implemented:-
 - Content for the intranet on customer insight (to share knowledge and understanding amongst staff of our communities and their specific needs and preferences).
 - SMS text pilots (for young people, people with hearing impairments, antisocial behaviour hotline and feasibility on parking fine payments).

Item**Decision**

- Feasibility studies of working with partners to develop services in Hullbridge, Great Wakering and Hockley.
- Expansion of customer services at Rayleigh.
- Early business process re-engineering to optimise the frontline customer service for the new refuse and recycling contracts.
- Development of the business case to separate the switchboard function from the reception function to improve customer service at the Rochford offices.

- (3) That a detailed action plan be submitted to a future meeting of the Executive Board. (HICS)

**Adult Community Learning
South Essex Governing
Body - Appointee**
(Minute 424/07)

That an officer nominee (to be confirmed) be appointed to serve on the Adult Community Learning South Essex Governing Body. (HICS)

**Revenues and Benefits
Partnership Working**
(Minute 425/07)

- (1) That the sharing proposal from another Authority be declined for the reasons outlined in the exempt report.
- (2) That the Authority identified in the exempt report be advised that the Council does not consider that further development of shared working is appropriate given the organisational and location factors identified in the exempt report. (CD(ES))

The above decisions will come into force, and may then be implemented, on the expiry of five working days after the publication of this Notice, unless referred to Full Council by a minimum of three Members or called in by the Review Committee.

Signed
Head of Information and Customer Services

Dated.....

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