

HERTFORDSHIRE COUNTY COUNCIL

CABINET

MONDAY 16 DECEMBER 2002 AT 2.00 P.M.

Agenda Item No.

5

HERTS CONNECT: SIMPLY DONE BEST VALUE REVIEW

Report of the Chief Executive

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1. Purpose of report

To report the findings of the Herts Connect: simply done best value review of the management of the authority.

2. Summary

This report sets out paths to ensuring that the energy and resources of the whole county council officer organisation is focussed on meeting the needs of the people we serve. It contains proposals both for removing blockages and for developing an organisational climate to ensure that such blockages do not re-occur. The proposals cover:

- Improving working conditions to enhance recruitment and retention, through Lifewise initiatives and improving building stock
- Improving processes and practices to ensure that we take good workable decisions in the shortest time possible.
- Better co-ordinating local partnerships and local decision-making, making it easier for front-line staff to do their jobs and to respond to local needs
- Getting better value from our commercial relationships
- Simplifying administrative processes to maximise the proportion of our resources delivering front-line services
- Widening and deepening the customer gateway (Customer Service Centre and web) to simplify and improve handling of customers' needs
- Ensuring that all staff have ready access to appropriate computer equipment that works.
- Improving our use and management of performance measurement to improve decision-making.

The report also sets out how these changes can be implemented as and organisational development programme aimed at improving organisational learning and increasing capability and capacity for further development.

3. Conclusion

Cabinet is asked to agree to implementing the programme set out in the report.

Background See attached report