

Customer Services and Transformation Scrutiny Committee

2016/17 Work Plan

Suggestion	Reason or further information	Will this piece of work make a difference? How?	Is this subject currently under review elsewhere? Or has it been under review in the last few years?	Take forward as a piece of work for the Committee for 2016/17. Yes or No
Council Tax on Houses of Multiple Occupation	There are a number of properties with several residents that only pay Band A Council Tax. Should the Authority look to increase Council Tax in registered HMO's?	Increase income to council	No	Yes – investigate whether can be done under legislation. Are bonds reviewed?
Impact of Universal Credit	Considering the impacts 6 months after implementation (came into effect on 23 rd November 2016).	See what the impact on the service provided by Revs and Bens.	Reviewed DHP Policy	Yes.
Transformation and Joint Working budgets.	Mentioned to Members at a recent Budget Scrutiny Committee – there is a target to make £450k savings over three years. Scrutiny could consider whether there savings are likely to be achieved and how.		Looked at through Budget Scrutiny	Not a scrutiny priority – consider at a later date. Explore the meaning – yes.

Non-priority – unaffordable services	Mentioned to Members at a recent Budget Scrutiny Committee – With government grant continuing to reduce, the Authority must consider which services it can continue to provide.	Savings		Yes – need to go through services to see if there is anything to review.
Enabling Services to be provided to Communities	Mentioned to Members at a recent Budget Scrutiny Committee – looking at alternatives to providing some services.	Considered as above		
Vehicle Procurement	Given the long lead in times and the fact that leases are often extended at additional cost.	Savings to the council Officer time	No	Yes – low priority – consider in a few months once some of the other issues have been dealt with.
Sheltered accommodation/Flats – heating costs	High heating costs.	Difference to housing costs for elderly residents.	Yes, investigate whether boilers are being changed in flats.	Yes – ask if flats are getting new adjustable system. See report considered by Exec in March 2016.

Suggestions for the Work Plan in the form of briefing or update.

- 1. Transformation Programme Update and Future Plans**
- 2. Revisit the recommendation made in the *impact of welfare reform on the Contact Centres* review to assess the impact of the automated cash machines.**