

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Monday 15th July 2019 at 1000 hours in the Council Chamber, the Arc, Clowne

Item No.	<u>PART A – FORMAL</u>	Page No.(s)
	<u>PART 1 OPEN ITEMS</u>	
1.	<u>Apologies for Absence</u>	
2.	<u>Urgent Items of Business</u> To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	<u>Declarations of Interest</u> Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 17 th June 2019.	3 to 11
5.	List of Key Decisions & Items to be Considered in Private. <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information).</i>	12 to 16
6.	Post Scrutiny Monitoring on Strategic Alliance.	17 to 33
7.	Scrutiny Committee Work Programme 2019/20.	34 to 39
	<u>PART B – INFORMAL</u> The formal meeting of the Customer Service and Transformation Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.	
8.	Briefing on Void Housing Review.	40 to 44
9.	Agreement of Review Scope.	45 to 48
10.	Verbal Briefing on Environmental Health and Licensing Service Level Agreement.	Verbal

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a meeting of the Customer Service and Transformation Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne, on Monday 17th June 2019 at 1000 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, Jayne Bryson, Paul Cooper (left during Minute No. 0072), David Dixon, Ray Heffer and Rita Turner.

Officers:- Kath Drury (Information, Engagement and Performance Manager), Joanne Wilson (Scrutiny & Elections Officer) and Alison Bluff (Governance Officer).

Also in attendance at the meeting was Councillor Andrew Joesbury (observing).

0065. APOLOGIES

Apologies for absence were received on behalf of Councillors Dexter Bullock, Anne Clarke and Patricia Clough.

0066. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0067. DECLARATIONS OF INTEREST

There were no declarations of interest made.

0068. MINUTES – 25th MARCH 2019

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee meeting held on 25th March 2019 be approved as a correct record.

0069. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the current List of Key Decisions and items to be considered in private document.

Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

RESOLVED that the List of Key Decisions and items to be considered in private document be noted.

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0070. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – JANUARY 2019 TO MARCH 2019 (QUARTER 4)

Committee considered the Quarter 4 (January 2019 to March 2019) performance outturn for Corporate Plan targets, which sat under the 'Providing our customers with excellent service' and 'Transforming our organisation' aims as of 31st March 2019. (Information compiled on 31st May 2019).

The Information, Engagement and Performance Manager noted that this report would be the final quarter four report for the performance indicators which made reference to the original Corporate Plan 2015-2019. As this was a transitional year, a suite of indicators would be rolled over for the current financial year and the Information, Engagement and Performance Manager would continue to report outcomes to Members. A new Corporate Plan would be put together during 2019 which would be subject to Member and public consultation.

Providing our Customers with Excellent Service

Out of the 16 targets (2 targets had been previously withdrawn; C16 and C04), 14 had been achieved and 2 targets, C13 - *Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019* and C14 - *Attend 99% of repair emergencies within 6 working hours*, had been marked as failed as they had not achieved their intended outcomes by March 2019.

With regard to the two failed targets above, queries had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and responses to those queries were circulated at the meeting as follows;

C13 – Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019;

Having submitted a report from the Committee to Executive in April 2019, raising our concerns over poor performance, could officers please clarify the action being taken post-election?

Observation: While the commentary is always clear about what is 'not counted' within the target (usually a large part of the commentary), this update has no detail on the activity that has taken place over Q4 to turnaround performance for the properties that are 'counted'.

Officer response;

Key points below from the 2017/18 Housing Voids Review which was undertaken by the Housing Department and the Portfolio Holder plus two other Elected Members. These have been implemented during the 2018/19 period.

Although the Voids Review wasn't a formal Scrutiny Review, key Elected Members were involved fully in the process and the officers involved would welcome the opportunity to present the findings of the review to wider members.

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- *Void processes reviewed and amended to ensure efficient and effective void management. This included updating the forms utilised throughout the process.*
- *Void Task Group formed to review current voids. This includes strategic options for major works / remodelling, and disposal / redevelopment.*
- *Void property gardens to be cleared and maintained throughout void period.*
- *Void property marketing improved by use of 'to let' estate agent type boards and promotion on social media.*
- *Bolsover Lettable Standard reviewed and amended to ensure homes meet modern standards.*
- *Property Change Control Sheet introduced to manage / monitor void properties that are not available to let for management reasons (reviewed and agreed in HSMG).*

The review process included a great deal of shadowing amongst the housing team which had resulted in a 'one team' approach to voids throughout the full process (termination to letting)

The Housing Team continued to manage void properties in a proactive, efficient manner following the Housing Void Review (2017/18). The newly established Void Task Group actively reviewed any low demand properties with a view to successful allocation and letting. If such a property was identified the task group would utilise one or more of the tools identified above. This may be the use of "to let" boards in some cases or looking at the property layout if this had been identified by prospective tenants as an issue, or it could also be some decoration if this was a barrier to letting.

It was intended to fully review the target during 2019 ready for the introduction of the new Corporate Plan. This would ensure that the target was transparent, meaningful and provided Members with the information they need, not only for the turnaround times of voids but with more information about voids and the voids process. During 2019, the team would be researching best practice in regard to void reporting/benchmarking so progress could be meaningfully compared and measured.

Committee expressed their disappointment at the underperformance against the target leading to failure of the target. Members agreed that a representative from the Housing Management Team be invited to a future meeting to answer Members questions with regard to the issues in relation to relet times for void properties.

C14 - Attend 99% of emergency repairs within 6 working hours;

(Initial query identified was): Is this target to be revised for 2019/20 so we can show realistic performance?

However, Members were advised that the Target wording had now been amended to: **'Attend 99% of repair emergencies within 6 working hours'**. Therefore, officers were asked to clarify if the calculation methodology had been improved in respect of measuring time taken where a call spanned over 2 days?

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Members were concerned that a situation would remain of a status of 'failing,' which misrepresented actual performance, where the emergency call logs at the end of a working day – as per previous detail supplied by the service.

Officer response;

The lead officer would be asking for this target to be reduced to 98% when updating on Q1 2019/20 performance as the 99% target was not realistic.

The original target of 99% was set with consideration for being monitored from its inception to see if it was achievable. The target was changed to "attend" within 6 hours as it was more attainable (Executive 13/06/16).

Housing Repairs had set a cut off period for attending some emergencies by 1pm the same day due to resource issues, e.g., insufficient time to attend within a standard working day before the out of hours service kicked in.

A 98% target would allow for these 'late' emergencies to be attended to beyond the 6 hours (and still within the main emergency target time of 24hrs). Any emergencies which could not be attended to the same day, i.e., after 1pm, were all scrutinised and the high risk ones passed to the 'out of hours' service for attendance that day. The low risk ones were attended to the following morning by the regular repairs team.

In response to a suggestion that the target be separated into two parts, i.e., a target for emergencies received before 1pm and a target for after 1pm, the Information, Engagement and Performance Manager advised Members that this target was in relation to emergencies reported during office hours, i.e., when the contact centres were open. Out of office emergencies were not subject to this target.

The Information, Engagement and Performance Manager provided outturn figures from 2018/19, where 3,307 (98%) emergencies received before 1pm, were attended to within 6 hours and 83 received (for the whole year), after 1pm and assessed as low risk, were attended to the following morning. This provided an example of scale and the amount of resources which would be required to measure the smaller number of emergencies received after 1pm. The Information, Engagement and Performance Manager added that the 1pm cut off allowed the target to be measured straight forwardly.

Transforming our Organisation

Out of the 14 targets in total, (2 had been previously withdrawn; T01 and T14), 8 had been achieved and 2 targets, T09 - *Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019* and T13 - *Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year*, had been marked as failed as they had not achieved their intended outcomes by March 2019

With regard to the two failed targets above, queries had been raised at the Scrutiny pre meeting by the Chair and Vice Chair and responses to those queries were circulated at the meeting as follows;

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T09 - Reduce the percentage of rent arrears by 10% through early intervention and effective monitoring by 2019;

What will the Council's target be for this going forward in to 2019/2020?

Observation: The commentary does not incorporate any explanation for the activity at service level (or indeed any external factors beyond our control) and how this has led to non-achievement of this target. It simply states the outturn and calculation method. This is not sufficient for Members to judge that the Council is in fact using 'early intervention and effective monitoring'.

Officer response;

The target would be looked at during 2019 with a view to establishing a transparent meaningful target which would provide Members with information about performance on collecting rent arrears.

The rent arrears process was being reviewed and a draft Policy and procedure had been developed. Compliance with the pre-action protocol for possession claims by social landlords had been ensured by working closely with the Legal Department. Standard letters had been reviewed and amended to make the arrears process as robust as possible.

A recent Rent Audit had made a recommendation that reporting in 'Perform' should be reviewed to demonstrate clarity and transparency which were fundamental factors in ensuring that the overall position was reconcilable to system report totals and measurable against performance targets. However, this still resulted in a "Substantial Assurance" from the Audit for the Rent Section. This new target would be implemented with the new Corporate Plan.

The Housing Enforcement Section would be taking a variety of actions to tackle rent arrears. These included, telephone calls, visits, arrangements with the tenants, joint visits with support agencies, referrals to our own Money Advice Worker and other support agencies and ultimately court action if appropriate. The emphasis was always on early intervention and the review of the process had focused on this.

In response to a Member's query, the Information, Engagement and Performance Manager advised the meeting that the Joint Strategic Director – Place was liaising with Housing Service Managers in the development of a new Corporate Plan target for the reduction of tenant rent arrears.

Members also noted that the Portfolio Holder for Housing be invited to attend future Scrutiny's meetings when the Performance Reports were presented to Committee.

T13 - Increase on-line self-service transactions dealt with by the Contact Centre by 20% each year;

The Information, Engagement and Performance Manager advised the meeting that the Head of Service and the Contact Centre Manager were keen to keep this target at 20% for the new Corporate Plan as more of the Council's information and services needed to

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be available on line so customers had more choice and could carry out more service transactions on line.

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer

RESOLVED that (1) the Quarter 4 (January 2019 to March 2019) performance outturns for Corporate Plan targets under the remit of the Committee be noted,

(2) a representative from the Housing Management Team be invited to a future meeting to answer Members questions with regard to the issues in relation to relet times for void properties.

(Scrutiny & Elections Officer)

The Information, Engagement and Performance Manager left the meeting.

0071. REVIEW OF DISABILITY ADAPTATIONS TO COUNCIL PROPERTIES – POST SCRUTINY MONITORING (FINAL REPORT)

Committee considered a report which presented the final post scrutiny monitoring on their Review of Disability Adaptations to Council Properties.

During 2017/18, the Committee scrutinised the Council's performance on providing disabled adaptations to Council properties, including whether the Council worked efficiently to provide what disabled residents needed, that it was able to carry out as many adaptations as possible each year within the allocated budget and whether the Authority continued to receive value for money.

The report acknowledged the progress across the 12 month post-scrutiny monitoring period by the service delivering the Corporate Plan Target C10 – *Carry out 300 disability adaptations to Council properties each year.*

The Scrutiny & Elections Officer drew Members attention to the officer comment in Appendix 2 to the report, which stated that the disability adaptation process continued to work well with excellent customer satisfaction and spend within the £120k budget as set out each year. However, demand for major adaptations, especially wet rooms, continued to increase year on year.

The Corporate Plan Target C10, for 2019/20, would remain at 300 adaptations each year whilst the revised Corporate Plan for 2020 onwards was produced.

In response to a Member's question, the Scrutiny and Elections Officer replied that the 300 adaptation target had been devised from the average number of adaptations carried out in previous years. However, the figure would need to be spotlighted in future in line with the trend for the ageing population.

Members requested that the Scrutiny & Elections Officer query the trend for the ageing population and if the Council's budget would follow the trend and advise Committee at a future meeting.

Moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler

RESOLVED that (1) the progress against the review recommendation be noted,

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(2) the findings of the Review be made public in accordance with Part 4.5.17(3) of the Council's Constitution,

(3) the Scrutiny & Elections Officer query the trend for the ageing population and if the Council's budget would follow the trend and advise Committee at a future meeting.

(Scrutiny & Elections Officer)

0072. SCRUTINY COMMITTEE WORK PROGRAMME 2019/20

Committee considered their Work Programme for 2019/2020.

A Member noted that a meeting on the Work Programme was scheduled for 17th July 2019 but should be 15th July 2019.

The Scrutiny & Elections Officer requested approval from Committee for a meeting scheduled on 2nd September 2019 to be rearranged for 9th September 2019.

Topics for Review

3 areas had been suggested for review by the Committee at the Annual Scrutiny Conference. These were;

- Review of Discretionary Rate Relief
- Review of Relet times of Council properties
- Review of the accessibility of the Council's website

- Review of Discretionary Rate Relief;

This had been rolled over from the list of topics identified at the 2018 Scrutiny Conference. It had been suggested that this could be undertaken as a mini review by the Committee to ensure that Members were happy with the current process/procedures which were in place as currently new requests were reviewed by an Officer/Member group.

Members chose not to discuss this topic further at this time, as additional information was pending from officers.

- Review of Relet times of Council Properties;

Throughout 2018/19, Committee had raised their concern with regard to underperformance against Target C13 - *Reduce average relet times of Council properties (not including sheltered accommodation) to 20 days by March 2019.* Committee considered this to be a high priority issue.

To provide some background information for newly elected Member's, the Scrutiny & Elections Officer circulated a summary of Members' queries and officers' feedback from during 2017/18 and also a copy of a Minute extract from a Scrutiny meeting held in February 2019 with regard to queries raised by the Chair and Vice Chair in relation to quarter 3 performance and the responses received from officers.

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The Minute extract included a resolution that Committee's concern with regard to a lack of action on achieving Target C13 be referred to the Executive and the Scrutiny & Elections Officer and the Chair and Vice Chair had attended the April 2019 Executive meeting to put forward Committee's concerns, including Members ideas for further action.

Since the Executive meeting had taken place, officers had met with the relevant Cabinet Members as part of a task and finish group to look at housing policies and voids etc. This work was ongoing and would be resumed now the new Cabinet and portfolio holders were in place.

In relation to hard to let properties, at the Scrutiny Conference, Members had also queried how the Council was supporting access to housing for priority groups, particularly Ex-servicemen (this supported the Armed Forces Covenant); and Young Care Leavers and how the Council could improve partnership working in this area. Could 'Hard-to-Let' properties be used as part of a partnership approach for these priority customer groups?

Members felt that this would be a good review for the Committee to undertake. The Scrutiny & Elections Officer noted that the Committee would need to consider the issue of performance and turnaround of the Council's void properties and also how the Council's reletting policy supported these groups as part of a review. A list of current void properties would be required to form part of the scope of the review.

A further separate discussion also took place regarding the current refurbishment of New Bolsover Model Village, with Members raising a number of concerns in relation to customer satisfaction and expectations, delays in completion and communication with Members. The Scrutiny & Elections Officer agreed to invite a relevant Housing Officer to attend the Committee's informal part of the July meeting to provide an update to Members on the performance of the New Bolsover housing refurbishment project.

- Review of the accessibility of the Council's website;

Members had become aware of the need to review the Council's website in light of the new accessibility regulations; Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018. Deadlines for compliance were; new websites by 23/09/19, existing websites by 23/09/20 (some elements may still require compliance by 23/09/19 and Mobile Apps by 23/06/21).

Members were also aware of a number of issues in navigating the Council's current website, the efficiency of current public access to committee papers/documents, which impacted on how transparent the Authority was a public sector body.

The Scrutiny & Elections Officer would arrange for a relevant officer from the Communications Team to attend the Committee's October meeting to provide an update on the work being carried out to meet the deadline for the new accessibility regulations.

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Moved by Councillor Ray Heffer and seconded by Councillor Rita Turner

RESOLVED that (1) Committee undertake a review of the turnaround time of the Council's void properties and to include how the Council was supporting access to housing for priority groups, particularly Ex-servicemen and Young Care Leavers,

(2) a Scrutiny meeting scheduled for 2nd September 2019 be rearranged to take place on 9th September 2019.

(3) a relevant Housing Officer be invited to attend Committee to brief Members on the New Bolsover Model Village refurbishment project.

(4) an officer from the Communications Team be invited to the Committee's October meeting to provide an update on the work being carried out to meet the deadline for the new accessibility regulations.

(Scrutiny & Elections Officer/Governance Manager)

The meeting concluded at 1150 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 21st June 2019

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer at this address or by email to sarah.sternberg@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

Councillor Steve Fritchley - Leader and Portfolio Holder - Policy, Strategy, Resources and Media
Councillor Duncan McGregor - Deputy Leader and Portfolio Holder - Corporate Governance
Councillor Mary Dooley - Portfolio Holder - Partnerships and Transformation
Councillor Clive Moesby - Portfolio Holder - Finance and Resources
Councillor Sandra Peake Portfolio Holder - Housing and Community Safety
Councillor Nick Clarke - Portfolio Holder - Environmental Impact
Councillor Deborah Watson - Portfolio Holder – Street Scene and Environmental Health
Councillor Liz Smith - Portfolio Holder – Economic Development

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

The dates for meetings of Executive for 2019/20 are as follows:

Monday 24th June 2019	Monday 20th January 2020
Monday 22nd July 2019	Monday 10th February 2020
Monday 16th September 2019	Monday 24th February 2020
Monday 14th October 2019	Monday 9th March 2020
Monday 18th November 2019	Monday 30th March 2020
Monday 16th December 2019	Monday 27th April 2020
	Tuesday 26th May 2020

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Combined Heat & Power Investment	Executive	22 nd July 2019	Report of the Portfolio Holder - Finance & Resources	Joint Head of Partnership and Transformation	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3
Decision to award contract to successful bidder in respect of tender for 'Raising Aspirations'	Executive	22 nd July 2019	Report of the Portfolio Holder - Partnerships and Transformation	Pam Brown, Partnerships, Strategy and Policy Manager	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Public
New Bolsover New Beginnings and Alder House Demolition - Additional work	Executive	22 nd July 2019	Report of the Portfolio Holder – Housing & Community Safety	Property Services Manager	Yes, results in expenditure in excess of £75k	Exempt Paragraph 3

SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION

PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1. Information relating to any individual.
 2. Information which is likely to reveal the identity of an individual.
 3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
 4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
 5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
 6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
 7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.
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Bolsover District Council

Customer Service & Transformation Scrutiny Committee

15th July 2019

Review of The Strategic Alliance – Post-Scrutiny Monitoring (Final Report)

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present the Final Post-Scrutiny Monitoring Report on the Review of The Strategic Alliance to Customer Service & Transformation Scrutiny Committee.

1 Report Details

- 1.1 During 2017/18, the Customer Service & Transformation Scrutiny scrutinised The Strategic Alliance. An Interim Report was approved by the Scrutiny Committee in April 2018 and submitted to Executive in May 2018. The Committee concluded that due to the complexity of the topic reviewed, an Interim Report which further refined the scope and pinpointed more specific areas for review was the best course of action.
- 1.2 The Committee put together a number of recommendations which aimed to assist the Council, in looking at the future arrangements for further development of the Strategic Alliance.
- 1.3 The appendix to this report acknowledges progress by Officers implementing the recommendations:
- Two out of the five recommendations have been implemented to date.
 - One recommendation requires an extension to accommodate the current re-development of the website.
 - Two recommendations require further clarity as to progress, as the desired outcome has not been fully achieved during the twelve month monitoring period. It is likely these recommendations will require an extension.

2 Conclusions and Reasons for Recommendation

- 2.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations. Where required, further monitoring may be required.
- 4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution and as such the report cannot be rejected.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None directly from this report.

6 Recommendations

- 6.1 That Members note the progress against the review recommendation.
- 6.2 That Members acknowledge any exceptions to delivery and clarify any additional action required by the service. Members should consider an extension to the monitoring period where recommendations have not been fully implemented.
- 6.3 That Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: BDC: Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/> NEDDC: Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/> <input checked="" type="checkbox"/> Please indicate which threshold applies	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	Aim: Transforming Our Organisation Priority: Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance

8 Document Information

Appendix No	Title
1.	Review of The Strategic Alliance – Original Service and Executive Response.
2.	Review of The Strategic Alliance – Action Plan
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All documents related to the Review of The Strategic Alliance.	
Please contact Scrutiny & Elections Officer where further information is required.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc17/18 2.1	<p>That the Customer Service and Transformation Scrutiny Committee consider the following areas of the Strategic Alliance for review:-</p> <ul style="list-style-type: none"> • Delivery of the Environmental Health and Licensing Service. • The Differences between the Pay Agreements in the 2 Councils in the Strategic Alliance and JE and the Impact this has on forming joint services. • The Criteria for the Creation of new Shared Services. 	<p>That the Scrutiny Conference be made aware of the proposals and further assess the suitability of the proposed topics.</p> <p>That the Committee take forward at least one of the suggestions as an in-depth review.</p>	<p>Submission to Conference – April 2018</p> <p>Consideration by Committee – May 2018</p>	Scrutiny & Elections Officer	Officer and Member time	<p>All proposed review scopes will be submitted to the Scrutiny Conference 2018 for consideration by Members. The final decisions will be taken by committee at the start of the municipal year following AGM.</p>	<p>Recommendation agreed.</p> <p>There was clear support for a review focussed on Environmental Health & Licensing, with clarity around access to the service raised as a key issue.</p> <p>There was also clear support for a focus on Pay Agreements and JE but the complexities of such a task were noted and that it would not be a straight forward topic to review.</p> <p>Members felt that the Criteria for Shared Services</p>

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
							could not move forward without clarity over pay and JE first, and should therefore be given less priority.
CS&TSc17/18 2.2	That the Customer Service and Transformation Scrutiny Committee defer consideration of the emerging Transformation Programme whilst receiving regular updates from the Joint Strategic Director - People, on progress.	Further consideration of the emerging programme is built in to the 2018/19 work plan, with the option to progress to a review if required.	May 2018 onwards	Joint Strategic Director – People	Officer time	A presentation is planned to Council on the 25 th April 2018, in addition to follow up meetings with Cabinet planned to further prioritise the programme for 2018/19 and 2019/20. This will then be brought to Scrutiny for further discussion.	Recommendation agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc17/18 2.3	That the terms of reference for the Strategic Alliance Joint Committee are submitted to the Strategic Alliance Joint Committee for urgent review and then reviewed on an annual basis to ensure the Committee's remit remains fit for purpose in monitoring and developing the work of the Alliance.	<p>That the Governance structure remains fit for purpose with sufficient monitoring structures of the Alliance arrangements in place and appropriate processes in place for taking forward new aspects of the Alliance.</p> <p>That the powers and scope of the Committee remain adequate to support the delivery of the Strategic Transformation Programme.</p>	May 2018 and annually thereafter as part of the Constitution refresh process	Joint Head of Corporate Governance and Monitoring Officer	Officer time Printing/publishing costs	This will be formally referred to the SAJC by the lead officers and the future governance needs of the SAJC discussed.	Recommendation agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc17/18 2.4	A programme of Member's Briefings covering the Strategic Alliance, our shared services and the achievements to date, either written and/or group presentation, is developed for the 2018/19 municipal year, with a commitment to evaluate the programme following the 2019 elections.	Greater clarification on the work of the Alliance, in particular the delivery of, and improvements to, shared services.	Commence June 2018 onwards	Joint Strategic Director – People	Officer time Printing	A programme will be developed for delivery in 2018/19 and beyond, in conjunction with SAMT and the Chair of the Scrutiny Committee.	Recommendation agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc17/18 2.5	An increased level of publicity as to the effectiveness of the arrangement is achieved via regular press releases; articles on both authority websites and use of the staff weekly briefings.	Greater clarification on the work of the Alliance, in particular the delivery of, and improvements to, shared services. Residents are well-informed as to the work of the Alliance and it's achievements	Commence June 2018 onwards	Communications, Marketing and Design Manager	Officer time Printing/ publicity costs	Subject to agreement by SAMT, a more structured approach to communications would be welcome. This could include a standard item on SAMT to ensure a more co-ordinated approach to communications/marketing from the outset of all new schemes. The new Extranet should provide a clear mechanism for improved information sharing, and a review of how the Strategic Alliance is featured on each Council website could also be delivered. We would also consider a review of the branding for the Strategic Alliance to make it more modern and fresh and ensure it is used consistently whenever we are talking about the Alliance.	Recommendation agreed, as the portfolios have been revised for 2018/19 this will fall under the remit of the Cabinet Member for Town Centre Renewal, Media & Marketing which includes Public Relations & Communications. Members were keen that any publicity ensured BDC's identity was clear and that both Authorities were referenced in their own right.

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW						
Title of Review:	Review of The Strategic Alliance – Interim Report					
Timescale of Review:	October 2017 – April 2018		Post-Monitoring Period:	12 months commencing June 2018. Interim report due January 2019.		
Date agreed by Scrutiny:	April 2018		Date agreed by Executive:	May 2018		
Total No. of Recommendations and Sub Recommendations	No. completed	2	No. partially completed	3	No. not progressed	0
Total No. of Recommendations and Sub Recommendations	Achieved	1	On track	0	Extended	1
	Achieved (Behind target)	1	Overdue	0	Alert	2
<u>Key Achievements:</u> <ul style="list-style-type: none"> As agreed through the Review, the Committee completed a review of the 'Delivery of Environmental Health & Licensing during 2018/19, as identified in Recommendation CS&TSc17/18 2.1 The terms of reference for the Strategic Alliance Joint Committee have been reviewed and will be kept under annual review to ensure the Committee's remit remains fit for purpose in monitoring and developing the work of the Alliance. Governance arrangements are now in place for the Transformation Programme via a Transformation Governance Group which meets quarterly. 						

Reasons for non-implementation of Recommendations:

- Awaiting further clarity on a regular programme of updates linked to the Transformation Governance Group/Transformation programme.
RECOMMENDATION: Consider an extension to allow a formal programme of updates to be agreed.
- Redevelopment of BDC website is in progress and will incorporate clearer reference to the Strategic Alliance, its aims and outcomes.
RECOMMENDATION: Extend this Recommendation to allow capacity for full implementation.
- Awaiting further clarity on the delivery of a programme of Member's Briefings covering the Strategic Alliance, our shared services and the achievements. Some SERVICE briefings have taken place but only one briefing clearly linked to the Alliance – Environmental Health & Licensing.
RECOMMENDATION: Consider an extension to allow a formal programme of updates to be agreed.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
CS&TSc17/18 2.1	<p>That the Customer Service and Transformation Scrutiny Committee consider the following areas of the Strategic Alliance for review:-</p> <ul style="list-style-type: none"> • Delivery of the Environmental Health and Licensing Service. • The Differences between the Pay Agreements in the 2 Councils in the Strategic Alliance and JE and the Impact this has on forming joint services. • The Criteria for the Creation of new Shared 	Scrutiny & Elections Officer	<p>Submission to Conference – April 2018</p> <p>Consideration by Committee – May 2018</p>	May 2018	Achieved		Officer and Member time	<p><u>Update Jan 2019</u></p> <p>As part of setting the Work Programme 2018/19, Members of Customer Service & Transformation Scrutiny chose to review the Delivery of Environmental Health & Licensing Service. Of the three suggested options, this ranked highest when using the prioritisation tool. The evidence gathered has now reassured Members as to the quality of service provided, with minimal recommendations made.</p> <p><u>Update July 2019</u></p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
	Services.							Review completed to timescale and approved by Executive in March 2019.
CS&TSc17/18 2.2	That the Customer Service and Transformation Scrutiny Committee defer consideration of the emerging Transformation Programme whilst receiving regular updates from the Joint Strategic Director - People, on progress.	Joint Strategic Director – People	May 2018 onwards		Alert		Officer time	<u>Update Jan 2019</u> Governance arrangements are now in place for the Transformation Programme via a Transformation Governance Group which meets quarterly. The group is chaired by the Leader of the Council - Cllr Syrett with Vice Chair Cllr Mary Dooley, officers including JSD (People), HOS Partnership and Transformation and S151 officer are core to the group with relevant HOS attending to

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>represent their area of responsibility. The group meets to discuss ideas put forward as part of the 'programme for change' transformation plan development and any new ideas that come through going forward. Ideas of a lesser nature that are classed as within the service operational remit and where there is a budget in place already have the potential to be approved by this group alone, whilst others however may require a decision via the usual 'Executive' route due to significant expenditure or wider corporate</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								<p>significance. A TOR, process for decision making and project proposal forms are amongst the mechanisms utilised by the group. A presentation to the Customer Service and Transformation Scrutiny Committee is planned during January 2019.</p> <p><u>Update July 2019</u> Awaiting update</p>
CS&TSc17/18 2.3	That the terms of reference for the Strategic Alliance Joint Committee are submitted to the Strategic Alliance Joint Committee for urgent review and then reviewed on an annual basis to ensure the	Joint Head of Corporate Governance and Monitoring Officer	May 2018 and annually thereafter as part of the Constitution refresh process	September 2018	Achieved Behind Target		<p>Officer time</p> <p>Printing/publishing costs</p>	<p><u>Update Jan 2019</u></p> <p>The terms of reference for the Strategic Alliance Joint Committee (SAJC) was refreshed at SAJC in June 2018. This was then submitted to Standards</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
	Committee's remit remains fit for purpose in monitoring and developing the work of the Alliance.							Committee in July 2018 and Council in September 2018 for formal adoption.
CS&TSc17/18 2.4	A programme of Member's Briefings covering the Strategic Alliance, our shared services and the achievements to date, either written and/or group presentation, is developed for the 2018/19 municipal year, with a commitment to evaluate the programme following the 2019 elections.	Joint Strategic Director – People	Commence June 2018 onwards		Alert		Officer time Printing	<u>Update Jan 2019</u> A number of SERVICE presentations to both Council and Scrutiny Committees have been taking place this past year with more planned for the future - it is envisaged that regular service presentations may become an annual occurrence. <u>Update July 2019</u>
CS&TSc17/18 2.5	An increased level of publicity as to the effectiveness of the	Communications, Marketing and Design Manager	Commence June 2018 onwards		Extended		Officer time Printing/ publicity	<u>Update Jan 2019</u> The new Web

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
	arrangement is achieved via regular press releases; articles on both authority websites and use of the staff weekly briefings.						costs	<p>Development Officer will start on Monday 14 January and updates to the council website and subsequent Strategic Alliance pages will then commence. Feedback from SAMT via Strategic Director and Head of Service has started and a discussion will take place at SAMT to formalise communications feedback from SAMT. Work on new branding for the Strategic Alliance will not start until after the elections in May.</p> <p><u>Update July 2019</u> There has been no further publicity in the last six months</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Status	Resources	Progress/Action
								covering any news or information on the Strategic Alliance to help promote it (i.e. savings achieved, joint working that has been a success, new joint services, etc.). One the main factors influencing this has been the publicity restrictions due to recent Local and European Parliament Elections and a review of the BDC website. The BDC website is currently being revamped and it will have a page stating what the Alliance is and what it aims to do.

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

15th July 2019

Scrutiny Committee Work Programme 2019/20
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Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2019/20.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2019/20 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2019/20 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.
- 2.4 Committee is required to formally approve review scopes in advance of commencing a review.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

5 Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	N/A
District Wards Affected	N/A
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title	
1.	Work Programme 2019/20	
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)		
Previous versions of the Committee Work Programme.		
Report Author		Contact Number
Joanne Wilson, Scrutiny & Elections Officer		2385

Report Reference –

Customer Service and Transformation Scrutiny Committee

Work Programme 2019/20

Vision: To enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District

**Corporate Aims: Providing our Customers with Excellent Service
: Transforming our Organisation**

Formal Items – Report Key

Performance Review	Policy Development	Policy/Strategy/ Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

Date of Meeting	Items for Agenda		Lead Officer
17 th June 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of Disability Adaptations to Council Properties – Final Report	Chair/Scrutiny & Elections Officer
		• Corporate Plan Targets Performance Update – January to March 2019 (Q4 – 2018/19)	Information, Engagement and Performance Manager
		• Agreement of Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• CANCELLED	Scrutiny & Elections Officer
15 th July 2019	Part A – Formal	• Post-Scrutiny Monitoring: Review of The Strategic Alliance – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work – Officer Briefing to support Scoping of Review; Agreement of Scope 	Scrutiny & Elections Officer
9th September 2019 *Note revised date	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards and Compliments, Comments and Complaints Annual Report 2018/19 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> LG&SCO and Housing Ombudsman Annual Report 2018/19 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Interim Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 – Agreement of Scope 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
7th October 2019	Part A – Formal	<ul style="list-style-type: none"> Redevelopment of BDC Website – Implementation of Public Sector Bodies (websites and mobile applications) (No.2) Accessibility Regulations 2018 	Communications, Marketing and Design Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
4th November 2019	Part A – Formal	<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Training Session – Analysis/Evidence Interpretation Skills (TBC) 	Monitoring Officer/Legal Team
2nd December 2019	Part A – Formal	<ul style="list-style-type: none"> Customer Service Standards – Q1 & Q2 report 	Customer Standards and Complaints Officer
		<ul style="list-style-type: none"> Compliments, Comments and Complaints – Q1 & Q2 report 	Customer Standards and Complaints Officer

Date of Meeting	Items for Agenda		Lead Officer
		• Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)	Information, Engagement and Performance Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
	Part A – Formal	• Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20)	Information, Engagement and Performance Manager
3rd February 2020		• Transformation Programme – Monitoring Report (TBC)	Joint Strategic Director – People/Head of Partnerships & Transformation
		• Carbon Reduction Plan 2018-30 – Monitoring Update (TBC)	Joint Strategic Director – People
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
16th March 2020	Part A – Formal	• Post-Scrutiny Monitoring: Review of Standards Committee – Operational Review – Final Report	Chair/Scrutiny & Elections Officer
		• Post-Scrutiny Monitoring: Review of Delivery of Environmental Health & Licensing – Final Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer
11th May 2020	Part A – Formal	• Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20)	Information, Engagement and Performance Manager
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work	Scrutiny & Elections Officer