

CUSTOMERS, PERFORMANCE, RESOURCES & GOVERNANCE SCRUTINY COMMITTEE

Work Programme from November 2018

Please note that the work programme is a 'live' document and subject to change at short notice.

The information in this work programme is subject to approval at the Committee meeting on 28 November 2018

The order in which items are listed at this stage may not reflect the order they subsequently appear on the agenda / are dealt with at the scrutiny meeting. Please note that for items marked as 'part 2' it is recommended that the press and public be excluded from the meeting during its consideration in accordance with the Local Government Act 1972 (as amended).

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Suzanne Price, Scrutiny Facilitator, Scrutiny Team on 292179.

For administrative arrangements such as enquiries relating to report dispatch dates, venue layouts, setting up of presentations, etc., please contact Helen Coomber, Committee Officer, Committee and Member Services on 292273

All Meetings start at 1.30 pm in the Guildhall, Wrexham, unless otherwise stated.

DATE OF MEETING	ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
19 December 2018	WCBC Emerging Priorities	To gain Scrutiny Committees views on the proposed emerging priorities / themes for the Council so that these can be considered and used to inform the report to Executive Board in January 2019. To include feedback from the all Member workshop being held in November.	To contribute to the Council's emerging priorities	Chief Executive, Ian Bancroft / Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance
	Proposed Budget Savings 2019/20 and 2020/21 (provisional)	To consider the potential impact of the proposed budget savings relevant to this Committee which are highlighted at the All Member Budget Workshops between April and July 2018 - To be considered in September/October and December.	To ensure that the potential impacts of the budget savings proposals are fully explored prior to public consultation	To be determined

DATE OF MEETING	ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
	<p>Customer Care Standards</p> <p>(6 month report April–September)</p>	<p>To enable the Committee to consider the Council’s performance against the targets for the Council’s Corporate Priorities regarding Engaged and Satisfied Customers and Customer Care Standards, together with qualitative information and a more detailed review of customer care standards in service areas highlighted from previous six monthly reports.</p> <p>As agreed at meeting on 27th June, the report to reference the following:</p> <p>(i) That Officers liaise with the Environment and Planning Department to highlight differences between the appeal process for FPNs and complaints made against Kingdom relating to environmental enforcement.</p> <p>(ii) That the target for the performance measure in relation to compliments received reference an “increase”, rather than quote a figure.</p> <p>(iii) That the target for % of customers who signed up to on-line self-service in Welsh be reviewed as it is considered that the target of 15% is not achievable.</p> <p>(iv) That ways to promote and clarify the corporate complaints procedure be included in the next report.</p> <p>(v) That details of complaints upheld by the Public Services Ombudsman Wales, redacted as required, be included in a report to Committee in December.</p>	<p>To deliver customer care services in line with the agreed standards.</p>	<p>Councillor David Kelly, Lead Member for Planning and Corporate Services / Head of Corporate & Customer Services</p>

DATE OF MEETING	ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
23 January 2019	Workforce Monitoring Information	To receive a report on indicators detailed in 'Regular Items for Consideration' (below). To also include information as requested at the meeting held on 25/7/18.	To ensure the workforce can meet the demands of service delivery.	Councillor David Kelly, Lead Member for Planning and Corporate Services / Head of Corporate & Customer Services
	Performance Monitoring 6 month report (April – September)	To consider the overall performance of the Authority in delivering its priorities to enable key performance/improvement issues to be highlighted for potential further Scrutiny by this and/or other Scrutiny Committees, as agreed at the meeting held on 26 June 2013 (deferred from December at committee's request).	To deliver Corporate performance/ improvement	Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance / Clare Field, Strategic Director
27 February 2019	Budget Monitoring and Control 2018/19	To consider details of the under/overspends broken down by Departments and including school balances.	To contribute to effective budget management	Lead Member for Finance,

DATE OF MEETING	ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
27 March 2019	ICT and Digital Strategy	To consider a progress report on the implementation of the strategy in 12 months, or earlier if required.	To ensure progress is made on implementing the strategy and meeting the goals set.	Councillor David Kelly, Lead Member for Planning and Corporate Services/ Head of Corporate & Customer Services
24 April 2019	Contracts which have Exceeded the Agreed Contract Sum by more than 5%.	<p>To consider a six monthly report on contracts where the total cost of work carried out under the contract exceeds:</p> <p>(a) Over 5% with more than a 10k overspend (b) Over 20% subject to a minimum overspend of £30k (detailed report to next meeting) (c) Increases in order value of more than 10% subject to a minimum overspend of £5k.</p> <p>To also include:</p> <ul style="list-style-type: none"> • Details of monitoring arrangements and any areas of non-compliance with reporting arrangements • Details of Departmental compliance with the requirement for them to contribute to the central contractor database <p>Reports to focus solely on jobs meeting the criteria, when the estimated cost at detailed “rip out” survey stage is compared to final cost (as agreed 03.05.18)</p>	To contribute to effective budget management	Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance / Head of Finance

DATE OF MEETING	ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
2 May 2019 (tbc)	Revenue Outturn and Carry Forward Proposals	<p>To consider:-</p> <ul style="list-style-type: none"> • The outturn figures and carry forward proposals, broken down by Departments together with the reasons for the proposals. • Proposal for contribution to the Council's reserves • The Council's revenue balances, should proposals in the report be agreed <p>All Lead Members be requested to attend the meeting.</p>	To contribute to effective budget management.	Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance / Head of Finance
26 June 2019	Customer Care Standards (1 April – 31 March)	To enable the Committee to consider the Council's performance against the targets for the Council's Corporate Priorities regarding Engaged and Satisfied Customers and Customer Care Standards, together with qualitative information and a more detailed review of customer care standards in service areas highlighted from previous six monthly reports.	To deliver customer care services in line with the agreed standards.	Councillor David Kelly, Lead Member for Planning and Corporate Services / Head of Corporate & Customer Services

DATE OF MEETING	ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
24 July 2019	Treasury Management Statement and Investment Strategy	To consider the operational and authorised limits included within the strategy regarding the borrowing and investments undertaken by the Council and also the Council's performance against the Strategy to inform any recommendations regarding the Strategy for the forthcoming year. Agreed at the meeting held on 27 March 2013. (Paragraph 11.1 of the Strategy which was approved by Council on 27 February 2013 stated that this Committee would be responsible for the Scrutiny of Treasury Management Activity and Practices)	To contribute to effective budget management	Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance / Head of Finance

ITEMS TO BE SCHEDULED

ITEM	AS AGREED at meeting of:	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
Report of Task & Finish Group to consider future use of the Groves School Building (tbc)	26 th September 2018	To consider the report of the Task & Finish Group (6 months tbc). Committee agreed CPR&GSC members as Councillors Mike Davies, Gwenfair Jones, Sonia Benbow-Jones and Barrie Warburton at meeting in 24th October.	Protection and reopening of a listed building.	Task & Finish Group
Corporate Health and Safety Action Plan and Performance Review	27 September 2017	To consider progress against the agreed Corporate Health and Safety Action Plan 2017-19	To ensure the Council meets the requirements of the relevant Health and Safety legislation	Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance /

ITEM	AS AGREED at meeting of:	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
				Head of Finance

REGULAR ITEMS FOR CONSIDERATION

ITEM	PURPOSE OF REPORT	EXPECTED OUTCOME	RESPONSIBLE LEAD MEMBER/ OFFICER
Public Service Board – Annual Report (tbc)	In accordance with the protocol for scrutiny of the PSB (agreed March 2018), to consider the Annual Report.	To meet the requirements of the Wellbeing of Future Generations legislation and to contribute to the delivery of the PSB priorities.	Scrutiny Facilitator
Customer Care Standards Six Monthly (June and December)	To enable the Committee to consider the Council's performance against the targets for the Council's Corporate Priorities regarding Engaged and Satisfied Customers and Customer Care Standards, together with qualitative information and a more detailed review of customer care standards in service areas highlighted from previous six monthly reports. (1 Apr– 30 Sept in December; 1 April – 31 Mar in June).	To deliver customer care services in line with the agreed standards.	Lead Member for Planning and Corporate Services / Head of Corporate & Customer Services
Performance Monitoring Six monthly (June and December)	To consider the overall performance of the Authority in delivering its priorities to enable key performance/improvement issues to be highlighted for potential further Scrutiny by this and/or other Scrutiny Committees, as agreed at the meeting held on 26 June 2013. (1 Apr– 30 Sept in December; 1 Apr – 31 Mar in June)	To deliver Corporate performance/ improvement	Lead Member for Finance, Performance, Health and Safety and Governance / Clare Field, Executive Director
Contracts which	To consider a six monthly report on contracts	To contribute towards	Lead Member for

<p>have Exceeded the Agreed Contract Sum by more than 5%.</p> <p>Six monthly (October and April)</p>	<p>where the total cost of work carried out under the contract exceeds:</p> <p>(a) Over 5% with more than a 10k overspend (b) Over 20% subject to a minimum overspend of £30k (detailed report to next meeting) (c) Increases in order value of more than 10% subject to a minimum overspend of £5k.</p> <p>To also include:</p> <ul style="list-style-type: none"> • Details of monitoring arrangements and any areas of non-compliance with reporting arrangements • Details of Departmental compliance with the requirement for them to contribute to the central contractor database <p>Reports to focus solely on jobs meeting the criteria, when the estimated cost at detailed “rip out” survey stage is compared to final cost (as agreed 03.05.18)</p>	<p>robust control of contract expenditure</p>	<p>Finance, Performance, Health and Safety and Governance / Head of Finance</p>
<p>Budget Monitoring</p> <p>Six Monthly (October and January)</p>	<p>To consider details of the under/overspends broken down by Departments and including school balances.</p>	<p>To contribute to effective budget management</p>	<p>Lead Member for Finance, Performance, Health and Safety and Governance / Head of Finance</p>
<p>Treasury Management Statement and Investment Strategy</p>	<p>To consider the operational and authorised limits included within the strategy regarding the borrowing and investments undertaken by the Council and also the Council’s performance against the Strategy to inform any</p>	<p>To contribute to effective budget management</p>	<p>Lead Member for Finance, Performance, Health and Safety and Governance /</p>

Annual (July)	recommendations regarding the Strategy for the forthcoming year. Agreed at the meeting held on 27 March 2013. (Paragraph 11.1 of the Strategy which was approved by Council on 27 February 2013 stated that this Committee would be responsible for the Scrutiny of Treasury Management Activity and Practices)		Head of Finance
Workforce Monitoring Information 6 monthly (July /January)	To receive a 6 month / annual report: <u>January -</u> <ul style="list-style-type: none"> •Total Annual Agency Worker Spend by Department (inc HoD comments) •Categories for use of Matrix (agency spend) •Total number of sickness days by department (inc HoD comments) •Short, Medium and Long Term Sickness •Sickness Reasons •Average number of days lost to sickness absence per employee <u>July – as above, plus the following</u> <ul style="list-style-type: none"> •Pay Bill •Salary Breakdown •Council Data – National Minimum Wage and Living Wage Starters •Leavers (inc VER/VR) – to include some analysis of the reasons people voluntarily leave the authority •Characteristics of Leavers •Performance Review and Career Development (PRCD) 	To ensure the workforce can meet the demands of service delivery.	Lead Member for Planning and Corporate Services /Head of Corporate and Customer Services
Corporate Health and Safety Action Plan and Performance Review	To consider the performance against the previous year's Corporate Health and Safety Action Plan and review the new action plan for the forthcoming year.	To ensure the Council meets the requirements of the relevant Health and Safety legislation	Lead Member for Finance, Performance, Health and Safety and Governance /

Annual			Head of Environment and Planning
Revenue Outturn and Carry Forward Proposals Annual (May)	To consider:- <ul style="list-style-type: none"> • The outturn figures and carry forward proposals, broken down by Departments together with the reasons for the proposals. • Proposal for contribution to the Council's reserves • The Council's revenue balances, should proposals in the report be agreed All Lead Members be requested to attend the meeting.	To contribute to effective budget management.	Lead Member for Finance, Performance, Health and Safety and Governance / Head of Finance
Strategic Equality Plan 2016 – 2020 Annual (November)	To consider progress against the objectives in the Strategic Equality Plan and relevant actions for the period 2016/20.	To ensure the Council meets the requirements of the relevant Equalities legislation.	Councillor Andrew Atkinson, Lead Member for Youth and Anti-Poverty / Head of Finance