

Report to: Overview and Scrutiny Committee

Subject: Scrutiny Work Programme

Date: 9 March 2020

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1. PURPOSE OF THE REPORT

To provide an update on information requested at the September committee and the 2019/20 programme of scrutiny reviews.

RECOMMENDATION

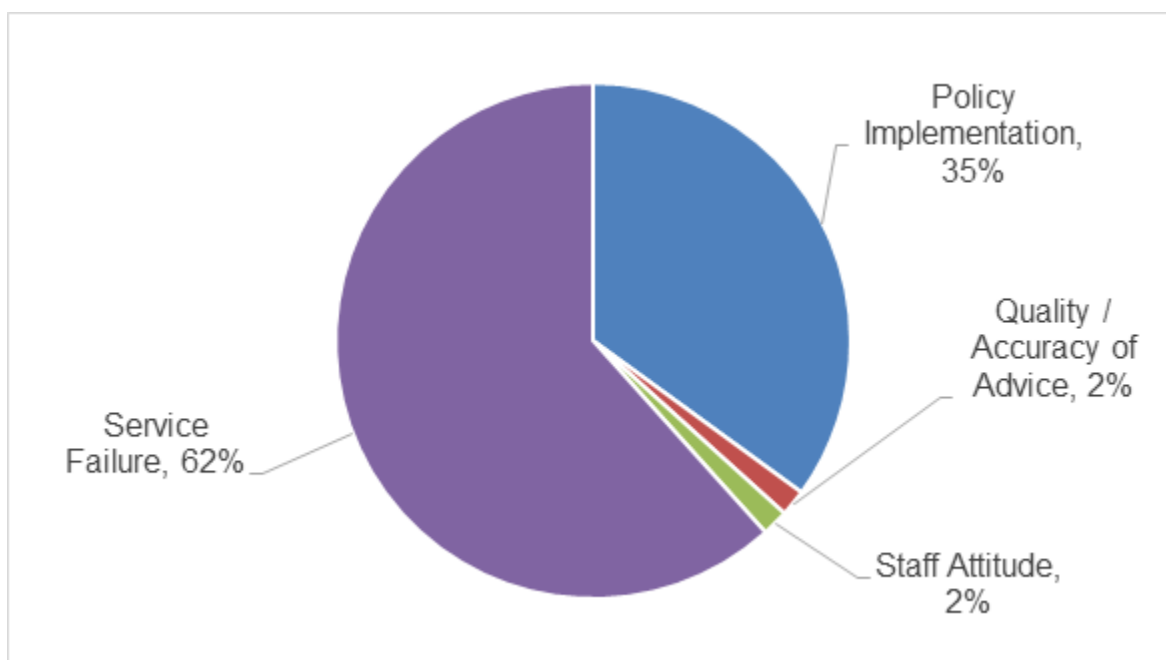
The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the information updates and decide if further information is required
- Discuss and agree the working group final reports
- Discuss the continuation of the programme of Portfolio Holder attendance at committee.
- Note the scrutiny work programme
- Consider if there are any issues in the Forward Plan that require additional information.

2. INFORMATION REQUESTED AT THE SEPTEMBER COMMITTEE

At the last committee Rosie Caddy, Service Manager Customer Services and Communications discussed the Review of Compliments and Complaints. At the meeting additional information regarding complaints received by waste services was requested and this has been examined earlier in the meeting. Following the committee there was a request for additional data relating to the nature of complaints for the Revenues

section. The diagram below shows the number of complaints received, not all were upheld, some will have been unjustified. Service failure includes items like errors in the processing of information.



3. **SCRUTINY WORKING GROUPS**

Executive-Scrutiny protocol.

Working group members: Councillors Clunie, Paling, Lawrence and Boyle

The Ministry of Housing, Communities and Local Government's Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities issued in May 2019. It included a number of policies and practices that authorities should adopt when carrying out their overview and scrutiny function.

The guidance advocated the development of an 'executive-scrutiny, protocol which would help define the relationship between the two and mitigate any differences of opinion before they manifest themselves. The Overview and Scrutiny Committee established a working group and has developed a protocol which subject to the approval by the Committee will be submitted to Cabinet on the 19th March. The relevant Portfolio Holder

will be asked to provide a written response within 28 days. The protocol is attached at **Appendix 1**.

Economic Development –The opportunity to intervene for social and economic reasons.

Working group members: Councillors Clunie Boyle, Ellis, S Smith, and M Smith.

The final report and recommendations arising from the working group are attached at **Appendix 2**. Subject to the approval of this Committee, the report will be submitted to Cabinet meeting on the 19th March, and the relevant Portfolio Holder will be asked to provide a written response within 28 days of the meeting and should be available at the April Committee.

Housing Allocations Policy

The Council is undertaking a full 12 week consultation on its Housing Allocation Policy which sets out the rules for how we allocate social housing. Members have received a briefing on the consultation process and will shortly be meeting to discuss the issue.

Councillors S Smith, Hope, Lawrence and Paling have agreed to be part of the working group.

Flooding

In response to the recent problems some areas of the borough have experienced due to flooding, members may want to consider if this is an issue they would like to include in the future work programme. This could involve contacting relevant officers to find out what plans are in place to mitigate future flooding risk, examining local and national plans and strategies that underpin flooding responses and assessing what assistance is available for residents affected by flooding. The Service Manager Health and Safety and Emergency Planning will be attending the next committee meeting to give an overview of the issues and problems associated with flooding in the borough.

4. SCRUTINY IN COMMITTEE

At the Overview and Scrutiny Committee on July 15th, members agreed to continue with a programme of attendance by Portfolio Holders and relevant officers at committee. Areas of performance within each portfolio for examination will be identified, and questions for Portfolio Holders submitted in advance of each meeting, however 'ad hoc' questions may be put forward at the meeting itself. Non-executive members will also be invited to submit questions for the Portfolio Holder. Members are asked to consider if they wish to continue with this programme.

The committee work programme is attached at **Appendix 3**.

A copy of the Forward Plan which sets out details of key and non-key decisions which the Cabinet, individual portfolio holders or officers expect to take during the next four month period is attached at **Appendix 4**. A key decision is one that has financial implication over £500,000 or one that affects two or more wards. This is included to make members aware of planned decisions and to assist them to consider if there are any decisions about which they would like further information.

APPENDICES

Appendix 1: Executive-Scrutiny protocol.

Appendix 2: Economic Development

Appendix 3: Overview and Scrutiny work programme

Appendix 4: Forward Plan