



## PERFORMANCE SCRUTINY PANEL

This meeting will be recorded and the sound recording subsequently made available via the Council's website: [charnwood.gov.uk/pages/committees](http://charnwood.gov.uk/pages/committees)

Please also note that under the Openness of Local Government Bodies Regulations 2014 that other people may film, record, tweet or blog from this meeting. The use of any images or sound recordings is not under the Council's control.

To: Councillors Fryer (Chair), Bebbington (Vice-Chair), Campsall, Forrest, Gerrard, Huddleston, Hunt, Paling and Rattray (For attention)

All other members of the Council  
(For information)

You are requested to attend the meeting of the Performance Scrutiny Panel to be held in Committee Room 2 - Council Offices on Tuesday, 20th November 2018 at 6.30 pm for the following business.

Chief Executive

Southfields  
Loughborough

12th November 2018

### AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 11  
To confirm as a correct record the minutes of the meeting held on 9th October 2018.
3. DISCLOSURES OF PECUNIARY AND PERSONAL INTEREST
4. DECLARATIONS - THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.6  
No questions submitted.
6. 2018-19 QUARTER 2 PERFORMANCE MONITORING REPORT 12 - 60  
A report of the Head of Strategic Support providing performance information for the second quarter of 2018-19 in respect of the Corporate Plan objectives and key performance indicators.
7. LIGHTBULB SERVICE MODEL 61 - 68  
A report of the Head of Strategic and Private Housing Sector Housing providing an update on the delivery of the Service Lightbulb Model in Charnwood.
8. DIRECTORATE SICKNESS DATA 69  
A report of the Head of Strategic Support regarding to KI10 (the number of working days / shifts lost to the local authority due to sickness absence) providing sickness data at Directorate level.
9. SATISFACTION SURVEYS: WEBSITE 70  
A report by the Head of Strategic Support regarding ERM5 SS (undertake regular satisfaction surveys with members of the public to ensure improvement in the web service they receive).
10. WORK PROGRAMME 71 - 83  
A report of the Head of Strategic Support, enabling the Panel to consider its Work Programme, to propose to Scrutiny Management Board any additions, deletions or amendments as appropriate.

### **MEETING DATES**

Meetings of the Panel for 2018/19 are scheduled to be held at 6.30pm on the following dates:

22nd January 2019

19th February 2019

## SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is ...?
- What risks have been identified and how are they being addressed?
- What are the financial implications?
  
- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?