



CORPORATE SERVICES SCRUTINY COMMITTEE

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To: Councillors Parsons (Chair), Baines (Vice-Chair), Boldrin, Goddard, Paling, Radford and Shepherd (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Corporate Services Scrutiny Committee to be held in Committee Room 2, at the Council Offices, Southfields, Loughborough on Wednesday, 4th March 2020 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

25th February 2020

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 9
To approve the minutes of the previous meeting.
3. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS
4. DECLARATIONS - THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16

No questions were submitted.

6. PERFORMANCE MONITORING (PERFORMANCE INDICATORS QUARTER 3) 10 - 24

A report of the Strategic Director of Corporate Services providing performance information in respect of the Corporate Plan objectives and key performance indicators within the Committee's remit (Quarter 3 2019/20).

7. REVENUE MONITORING (GENERAL FUND AND HRA) PERIOD 9 25 - 38

A report of the Head of Finance and Property Services to assist the Committee in monitoring the General Fund and HRA revenue position (Period 9 2019/20).

8. DIGITISATION AND TRANSFORMATION OF SERVICES SCRUTINY PANEL - SCOPE

This item has been included on the agenda at the request of the Chair.

To enable the Committee to discuss the scope for this Panel, with a view to the outcome being incorporated into a formal scope document for subsequent agreement by the Scrutiny Commission.

See Scrutiny Commission Item 10, 10th February 2020. The Panel is listed as having a potential start date of Spring 2020 and its Chair is Councillor Parsons. The Panel's scope is currently set out as:

"This is a panel to determine how we go about inserting a personalised front end to our website, so that individual residents can log in, book, order, complain, compliment and pay for services and can immediately see what their status is for all the services and payments they have with the Council. This is to promote the 80:20 rule, that 80% of residents will be able to carry out all their transactions with the Council through this route, while the remaining 20% who cannot will have better access to people and facilities who are freed up from dealing with residents who would be better served helping themselves. To identify options and costs. To identify economies of scale and potential savings.

Outside bodies who already have this facility. Councils who have this facility. IT and CRM (Customer Relationship Management) companies. Individuals with skills in this area. Our current key partners such as Capita and Serco to understand how they will integrate their services."

9. WORK PROGRAMME 39 - 61

A report of the Head of Strategic Support to assist the Committee in determining its work programme.

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?