

## SCRUTINY COMMISSION – 5TH AUGUST 2019

### ITEM

### PROGRESS WITH PANEL WORK – NEW PANEL SUGGESTIONS

The CfPS 4 Principles:

- Provides a ‘critical friend’ challenge to the executive – policy development, policy review and performance management.
- ‘Enables’ the voice and concerns of the public and its community to be heard.
- Independent and Member Driven.
- “Drives improvement” for the Local Authority.

We welcome proposals for scrutiny from Members, whether on the appropriate committee or not; outside bodies; and the Charnwood residents.

This will be a living document, so as new ideas and proposals arise, they may take priority over proposals that have been on the list for a longer period.

Only 4 panels (express or full panel) can be held at any one time, so timings will need to take account of this. Informal meetings will be conducted without Democratic Service officer time and can therefore be run concurrently.

Directorate	Scrutiny Type	Topic	Scope	Terms of Reference	Timing	Status
CS	Informal	Generating commercial income/ surplus	To identify areas where our income could be maximised, or further improved.	Peer councils	Autumn 2019	Proposal

CS	Full Panel	Digitalisation and transformation of services	<p>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.</p> <p>To identify options and costs. To identify economies of scale and potential savings.</p>	<p>Outside bodies who already have this facility.</p> <p>Councils who have this facility.</p> <p>IT and CRM (Customer Relationship Management) companies.</p> <p>Individuals with skills in this area.</p> <p>Our current key partners such as Capita and Serco to understand how they will integrate their services.</p>	Winter 2019	Proposal
CS	Full Panel	Budget Scrutiny	To closely review all aspects of the proposed budget for the following year and to monitor the	Interview Lead Members and CMT for each department.	2 months Dec/ Jan each year	In place

			<p>performance of the budget from the previous year. Identify areas where improvements could be made, including reviewing capital projects which have been proposed many years ago but have not yet been taken up.</p>			
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Directorate	Scrutiny Type	Topic	Scope	Terms of Reference	Timing	Status
HPRRS	Full Panel	Charnwood standard contract review	Performance monitoring of key contracts: are targets being met? What improvements could be made? Contracts are not up and running 100% from day one. What planning could be put in place to manage expectations.	Interview key contract providers such as Fortem and Serco.	Summer 2020	Proposal
HPRRS	Express Panel	Parking enforcement enhancement	[Further detail needed from the Member who raised this topic.]		Winter 2019	Proposal
HPRRS	Full Panel	Supporting the Enterprise Zone and Science Park.	What specific actions could CBC take to support the three sites; promote their occupation by other commercial businesses; and lobby/ direct to put in place appropriate infrastructure to attract new business from both the UK and worldwide.  The sooner these sites are occupied by businesses, the sooner our residents can find work there and the	Look at other science parks around the country, for example: Alderley Science Park, or Cambridge Science Park. Interview staff employed to promote these sites to see what they would like us to do. Interview key inward investors, such as UK Government and investors companies to identify key enablers.	Spring 2020	Proposal

			<p>sooner we will receive business rates. Employment of this type enhances the area and promotes spending in our shops and entertainment facilities.</p>			
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Directorate	Scrutiny Type	Topic	Scope	Terms of Reference	Timing	Status
NCW	Informal	Waste services and waste management	<p>To understand the current position of national policy on waste management and what issues/ opportunities this presents for the council in future years.</p> <p>Establish what practices are in place in other councils that have a higher recycling rate than CBC.</p> <p>Reference: Letsrecycle.com puts CBC 135<sup>th</sup> in the league table for overall performance 2017/18 with 45.5%. Rushcliffe are 80<sup>th</sup> at 50.2%.</p> <p>Are there any specific actions CBC could take to improve the recycling rate? [I think the national target is 50%.]</p>	<p>Peer councils, such as Rushcliffe.</p> <p>Key partners such as Serco and Leicestershire County Council.</p>	Autumn 2019	Proposal
NCW	Express Panel	Crime, ASB and Youth Crime	<p>Identify specific actions that CBC can undertake to support our key partners in preventing and tackling crime.</p>	<p>Interview outside bodies such as the police, probation service, youth groups, and charities to understand their work and what prevents/ hinders them from</p>	Spring 2020	Proposal

				dealing with crime, ASB and youth crime promptly in our Borough.		
NCW	Informal	Children's Centres	Carry out a review of Children Centre services. What impact has there been on CBC residents following the reorganisation of services and the closure of some physical buildings? What specific actions could CBC take to support their residents with children 0 to 5? What are the costs involved and statutory responsibilities of county and borough?	Interview the Lead Member for Children Services at LCC a year after the new service was put in place. Interview key partners such as Social Services; and Health Visitors.	Spring 2020	Proposal
NCW	Informal	Child mental health and obesity.	What steps can be taken by CBC to assist in supporting our children with mental health difficulties and in tackling obesity in the young.	Interview key stakeholders and charities. Meet with Public Health representatives and County Council lead.	Autumn 2020	Proposal
NCW	Informal	Combat loneliness	Undertake desk based and interviewing research to understand what the level of loneliness is in the Borough currently and in what age groups. Identify activities already undertaken by the council to combat	Seek residents' individual views through social media and press. Interview local charities and support groups. Interview Leicestershire County Council Adult Social Care	Autumn 2020	Proposal

			<p>loneliness. What can be done to promote these facilities with hard to reach groups?</p> <p>Identify specific actions that could be undertaken by CBC to combat loneliness that are not currently being undertaken. What actions/ discussions could we have with our partners to support this project?</p>	representatives and CAMHs.		
NCW	Full Panel	Promoting tourism in Charnwood	<p>Identify our key attractions to the area, both physical buildings and special events. What is CBC doing to promote and support these venues/ events? What else could be done? Do we have a unique selling point that we are not exploiting? How do people travel to the area? Where do they stay? What specific actions could CBC take to encourage more people to visit the area; spend more money on local businesses; and to stay for a longer period?</p>	Approach and/ or interview peer councils to see what they do. Look at specific events around the country to see if they could be adapted for CBC, eg: Congleton Makers Market, or Stockton on Tees Comedy Festival.	Autumn 2020	Proposal