

PERFORMANCE SCRUTINY PANEL – 9TH OCTOBER 2018

Report of the Head of Strategic Support

ITEM 11 WORK PROGRAMME

Purpose of the Report

To enable the Panel to consider its Work Programme and propose to the Scrutiny Management Board any additions, deletions and amendments as appropriate.

Performance Panel Work Programme

The Scrutiny Management Board agreed the Scrutiny Work Programme at its meeting held on 8th August 2018 and is attached as Appendix 1 for the consideration of the Panel. As the Board has not met since the Panel's meeting held on 21st August 2018, the Panel's views and recommendations regarding the Zero Waste Strategy have not been considered by the Board.

As agreed by the Panel at its meeting held on 21st August 2018 a list of policies and strategies has been included as part of the work programme item to enable the Panel to identify policies and strategies that it wishes to scrutinise at the mid-term point and recommend to the Scrutiny Management Board that these are included in the Scrutiny Work Programme. Appendix 2 identifies separately those policies and strategies that form part of the Council's Policy Framework, for which engagement with scrutiny forms part of the process for their development prior to approval by Full Council, and other policies and strategies that are approved by the Cabinet. In addition there are three policies listed that are the responsibility of the Licensing Committee, two of which are agreed by Full Council.

Actions Requested

1. To schedule the mid-term reviews of policies and strategies indicated in the attached Strategies and Policies list for agreement by the Scrutiny Management Board;
2. As the Charnwood Lottery commenced on 4th September 2018, for the Panel to monitor of the performance of the Charnwood Lottery six clear months after commencement of the scheme, it may wish to reschedule the item from its meeting on 19th February 2019 to its meeting on 18th June 2019;
3. To note the current position with the Panel's Work Programme.

Reasons

1. To enable the Panel to review particular policies and strategies, as agreed at its meeting held on 21st August 2018 after considering the Zero Waste Strategy review added value.
2. To enable the Panel to monitor the performance of the Charnwood Lottery six clear months after commencement of the scheme.

3. To make the Panel aware of the current position with its Work Programme.

Appendices: Appendix 1 - Work Programme
Appendix 2 - Strategies and Policies List

Background Papers: None

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APPENDIX 1

| Responsible Body | Meeting Date | Issue | Scope of Item / Terms of Reference | Reason for Scrutiny | Invitees / Officers | Progress / Notes / Action Requested |
|----------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------|
| Performance Scrutiny Panel | 20 November 2018 | Lightbulb Service Implementation Update | | To consider an update on the implementation of the Lightbulb Service in Charnwood. | Cllr Mercer / A. Simmons | See SMB 08 August 2018 (min 14.1). |
| Performance Scrutiny Panel | 20 November 2018 | KI10 (the number of working days / shifts lost to the local authority due to sickness absence) | sickness absence data reported by Directorate, and that as the Chief Executive's team be merged with another directorate | to consider more detailed information by directorate. Information to be provided in a manner as to ensure that individual members of staff would not be identified | Cllr Poland / A. Ward | Agreed by PSP on 21 August 2018 Min 14.5 & 17.2 |
| Performance Scrutiny Panel | 20 November 2018 | ERM5 SS (undertake regular satisfaction surveys with members of the public to ensure improvement in the web services they receive) | number of responses in relation to number of hits on the website, why the number of customers surveyed was low, the kinds of complaints received | the number of satisfaction surveys completed with members of the public could be increased to drive further improvement in the web service they received and and what could be done to improve the percentage of customers surveyed. | Cllr Rollings / K. Barnshaw | Agreed by PSP on 21 August 2018 Min 14.4 & 17.3 |
| Performance Scrutiny Panel | 20 November 2018 (annual item) | Performance Information (Quarter 2 Report) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Quarterly Report considered at the same time annually. |

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| Performance Scrutiny Panel | 22 January 2019 (Period 7 - annual item) | Revenue Monitoring Report | Monitoring of Council's revenue position. | To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place. | Cllr Barkley / C. Hodgson | <p>Three reports to be considered through the year. Reports to be considered at the same time annually.</p> <p>Re-scheduled by PSP 14 February to its December meeting to correlate with Council's budget monitoring schedule, (see minute 49.4).</p> <p>Reporting changed from period 6 (December) to period 7 (January) to align with new 2018-19 committee dates and finance schedules.</p> |
| Performance Scrutiny Panel | 19 February 2019 (Six-monthly item) | Update Report – Housing Repairs Complaints | To detail the number of complaints received in respect of housing repairs, with specific reference to causes and how complaints are dealt with at the different stages of the complaints procedure. | The Policy Scrutiny Group had concerns in respect of the number of complaints being received, specifically those not resolved at stage one of the complaints procedure. However, the Group noted the introduction of a new complaints procedure, the recent appointment of a new contractor and the appointment of a tenant liaison officer and wished to allow time to review these. | Cllr Mercer / P. Oliver | <p>Quarterly Report considered at the same time annually.</p> <p>Agreed by SMB 18 June 2014 following recommendation of PSG.</p> <p>Scheduled by PSP 08 July 2014.</p> <p>Agreed by PSP 13 October 2015 that reports be considered six-monthly rather than quarterly.</p> <p>Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017.</p> <p>Agreed at 12 December 2017 that a six monthly update be received.</p> |

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| Performance Scrutiny Panel | 19 February 2019 (Regular Item) | Tenancy Support | Performance information in relation to tenancy support, including statistics around tenancy sustainment and the number of unsuccessful tenancies and their causes, to be reported as key performance figures. | It Is important to ensure the situation with unsuccessful tenancies is monitored. To include additional information identified by PSP at its meeting 14 February 2017. | Cllr Mercer / P. Oliver | Recommended by PSG 29 September 2015. Agreed by SMB 28 October 2015. Scheduled by PSP 5 April 2016. Agreed by PSP 14 February 2017 that an update report be received in 12 months, (minute 46.2) and to include information regarding recorded amount of rental income generated. |
| Performance Scrutiny Panel | 19 February 2019 (Regular Item) | Supporting Leicestershire Families Programme | To monitor the performance of the Supporting Leicestershire Families Programme | Performance of the Programme was last scrutinised by the Policy Scrutiny Group in November 2013. At that time the Group considered that it continued to effectively deliver and co-ordinate services and support for troubled families and that policies and procedures for the programme were in place and therefore there was no need to schedule further scrutiny. With contributions now agreed for a further three years, it was now timely to monitor the continued delivery of the Programme. | Cllr Taylor / C. Traill/ J. Robinson/ S. Coupe | Recommended by the Cabinet 22 October 2015. Agreed by SMB 28 October 2015. Scheduled by PSP 5 April 2016. Agreed by PSP 14 February 2017 that an update report be received in 12 months, (minute 44.2) |
| Performance Scrutiny Panel | 19 February 2019 (Period 9 - annual item) | Revenue Monitoring Report | Monitoring of Council's revenue position. | To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place. | Cllr Barkley / C. Hodgson | Three reports to be considered through the year. Reports to be considered at the same time annually. Agreed by PSP 23 August 2016 to receive Revenue Monitoring Report in February 2017 to receive current data in line with other monitoring schedules (see PSP min 19.4) |

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| Performance Scrutiny Panel | 19 February 2019 | Charnwood Lottery | To monitor the performance of the Charnwood Lottery six clear months after commencement of the scheme | to scrutinise the Charnwood Lottery once it had been implemented to monitor its performance and ability to provide money for good causes. | Cllr Taylor / C. Traill | Agreed by SMB 28 March 2018 (Min 46.1) (following request from PSP 14 February 2018). Scheduled PSP 16 April 2018 (min 57.3) |
| Performance Scrutiny Panel | 19 February 2019 (annual item) | Performance Information (Quarter 3 Report) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Quarterly Report considered at the same time annually. To include, in accompaniment to performance information in relation to K14 (Percentage of household waste sent for reuse, recycling and composting), details of the number of new build properties that had signed up for the garden waste collection service in the past 12 months (see PSP min 53.3, 5 April 2016). Agreed by PSP on 13 December 2016 min 39.1 that the issue of Delivery against Target Housing Mix for New Housing (to be set out in Council's Housing Supplementary Planning Document) be included as part of the quarterly Performance Monitoring report as part of its existing monitoring of new housing delivery and be scheduled once the method of monitoring concerned has been developed. |

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| Performance Scrutiny Panel | 18 June 2019 (yearly) | Housing Rent Arrears – Internal Mechanisms | To detail the Council's internal mechanisms for reporting and taking action in relation to housing rent arrears. | SMB was satisfied that there was not sufficient value to be gained from forming a scrutiny panel to investigate issues surrounding Council Tax and housing rent arrears but felt that members should receive clarity on associated issues. The Panel decided regular update reports would add value. Additional information requested to be included in Housing rent arrears regarding universal credit. | Cllr Mercer / P. Oliver | See SMB min 50.1, 23 March 2016 and PSP min 57.2, 5 April 2016. Regular six-monthly update reports agreed by PSP on 23 August 2016. Re-scheduled by PSP on 14 February 2017 (minute 49.3). Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at the meeting to revert to its routine six-monthly cycle. Agreed to review housing rent arrears on an annual basis PSP 16 April 2019 (min 55.4) |
| Performance Scrutiny Panel | 18 June 2019 (annual item) | Capital Monitoring including Outturn | Monitoring of position with the Council's Capital Plan. | To ensure progress to the Council's Capital Plan and its financing are satisfactory. | Cllr. Barkley / C. Hodgson | Annual report. |
| Performance Scrutiny Panel | 18 June 2019 (annual item) | Revenue Monitoring (General Fund and HRA) Outturn | Monitoring of Council's revenue position. | To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place. | Cllr Barkley / C. Hodgson | Quarterly Report considered at the same time annually. |

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| Performance Scrutiny Panel | 18 June 2019 (annual item) | Performance Information (Quarter 4 Report – Year End) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Quarterly Report considered at the same time annually. |
| Performance Scrutiny Panel | 18 June 2019 (Regular Item) | Online Customer Service | Progress update regarding performance data relating to online customer service functions, including tracking the increase in use of online services and the number of failed online interactions. | To monitor progress regarding online customer service functions interfacing with Council customers work and development. | Cllr Rollings / S. Jackson | Recommended by PSG 29 September 2015. Agreed by SMB 28 October 2015. Scheduled by PSP 15 December 2015. Agreed by PSP on 16 February 2016 that an update be received in 6 months and that a Project Board member should attend. Agreed by PSP on 23 August 2016 that an update be received. Agreed by PSP 04 July 2017 and at 12 December 2017 that a six-monthly update be received. |

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|----------------------------|---------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance Scrutiny Panel | August 2019 (Six-monthly item) | Update Report – Housing Repairs Complaints | To detail the number of complaints received in respect of housing repairs, with specific reference to causes and how complaints are dealt with at the different stages of the complaints procedure. | The Policy Scrutiny Group had concerns in respect of the number of complaints being received, specifically those not resolved at stage one of the complaints procedure. However, the Group noted the introduction of a new complaints procedure, the recent appointment of a new contractor and the appointment of a tenant liaison officer and wished to allow time to review these. | Cllr Mercer / P. Oliver | Quarterly Report considered at the same time annually. Agreed by SMB 18 June 2014 following recommendation of PSG. Scheduled by PSP 08 July 2014. Agreed by PSP 13 October 2015 that reports be considered six-monthly rather than quarterly. Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at 12 December 2017 that a six monthly update be received. |
| Performance Scrutiny Panel | August 2019 (annual item) | Performance Information (Quarter 1 Report) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Quarterly Report considered at the same time annually. |
| Performance Scrutiny Panel | tbc | Zero Waste Strategy | mid-term review of the Zero Waste Strategy | To enable the Panel to scrutinise a particular policy half way through its review cycle as a test case to determine the benefits of the Panel scrutinising policies and strategies. | Cllr Harper-Davies / M. Bradford | Added to the Work Programme by SMB (at the Panel's request) 13 June 2018. To be reviewed once it has been revised and scrutinised by an appropriate scrutiny body as determined by the Scrutiny Management Board (21 Aug 2018 min 16.2) |

Schedule of Council Policies and Strategies

1. Budget and Policy Framework

| Strategy / Policy | Responsible Officer | Period Covered | Duration | Agreed | Next Review Date | Notes |
|---------------------------------------------------------------------------|---------------------------------------|--------------------|-------------------------------|---------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Corporate Plan | Chief Executive | 2016-2020 | 4 years | February 2016 | July 2019 | |
| Medium Term Financial Strategy | Head of Finance and Property Services | 2018/19 to 2020/21 | 3 years but reviewed annually | January 2018 | September 2018 | Considered by Budget Scrutiny Panel |
| Customer Service Strategy | Head of Customer Experience | 2016-2020 | 4 years | November 2016 | July 2019 | |
| Member Development Strategy | Head of Strategic Support | 2016-2020 | 4 years | November 2016 | January 2020 | |
| Charnwood Community Safety Partnership Plan – <i>Partnership Document</i> | Head of Neighbourhood Services | | 3 years | | | Full plan refreshed and reviewed in January 2017 for adoption from 1st April 2017 – plan refreshed annually – plan was reviewed January 2018 and approved by Community Safety Partnership. Work of Community Safety partnership scrutinised by Scrutiny Management Board |

2. Other Policies and Strategies

| Strategy / Policy | Responsible Officer | Period Covered | Duration | Agreed | Next Review Date | Notes |
|------------------------------|--------------------------------------------------------------------------------|----------------|----------|--------|------------------|-----------------------------------------------------------------------------------------------|
| Corporate Enforcement Policy | Strategic Director of Housing, Planning & Regeneration and Regulatory Services | | | New | | Currently programmed for submission to Cabinet in May 2018. On agenda for PSG 24th April 2018 |

| Strategy / Policy | Responsible Officer | Period Covered | Duration | Agreed | Next Review Date | Notes |
|------------------------------------------------------------|--------------------------------------------------------------------------|-----------------|----------|---------------|------------------|-----------------------------------------------------------------------|
| Corporate Anti-social Behaviour and Hate Incident Policy | Head of Landlord Services and Head of Neighbourhood Services | | | | January 2021 | Current version scrutinised by Policy Scrutiny Group in February 2018 |
| Tenancy Strategy and Policy | Head of Landlord Services / Head of Strategic and Private Sector Housing | 2012-2017 | 5 years | June 2012 | TBC | Awaiting Government guidance on Fixed-Term Tenancies |
| | | | | | | |
| Zero Waste Strategy | Head of Cleansing and Open Spaces | 2012-2024 | 12 years | December 2012 | | |
| Open Spaces Strategy | Head of Cleansing and Open Spaces | 2013-2028 | 15 years | February 2013 | 2019 | |
| | | | | | | |
| ICS Strategy | Head of Customer Experience | 2016-2020 | 4 years | May 2016 | May 2019 | |
| | | | | | | |
| Asset Management Strategy | Head of Finance and Property Service | 2018/19-2022/23 | 5 years | April 2018 | | |
| Procurement Strategy | Head of Finance and Property Services | 2013-2019 | 5 years | February 2013 | 2018 | |
| | | | | | | |
| HRA Business Plan | Head of Landlord Services | 2014-2044 | 30 years | 2014 | TBC | Awaiting Government Guidance on the sale of high value voids |
| Housing Financial Inclusion and Income Management Strategy | Head of Landlord Services | 2014-2016 | 2 years | 2014 | 2018 | |
| Customer Engagement Strategy | Head of Landlord Services | 2017-2020 | 3 years | 2017 | 2020 | |
| Tenancy Support Policy | Head of Landlord Services | 2014-2018 | 4 years | 2014 | 2018 | |

| Strategy / Policy | Responsible Officer | Period Covered | Duration | Agreed | Next Review Date | Notes |
|----------------------------------------------------------------------------------------------------------|-----------------------------------|----------------|----------|---------------|------------------|------------------------------------------------------------------------------------------------------------------|
| Adaptations Policy | Head of Landlord Services | | | New | | To be agreed in 2019 |
| Children's and Young People's Strategy | Head of Neighbourhood Services | 2015-2018 | 3 years | February 2015 | July 2018 | |
| Leicester-shire and Rutland Sport Strategy for Sport and Physical Activity – <i>Partnership Strategy</i> | Head of Neighbourhood Services | 2017-2021 | 4 years | November 2017 | 2020 | |
| Planning Enforcement Plan | Head of Planning and Regeneration | | | May 2018 | | Currently programmed for submission to Cabinet in May 2018. Considered by Policy Scrutiny Group in February 2018 |
| Street Naming and Numbering Policy | Head of Planning and Regeneration | | | November 2016 | | |
| Climate Change Strategy – formerly known as Climate Local Action Plan | Head of Planning and Regeneration | 2014-2017 | 3 years | March 2014 | 2018 | Currently programmed for submission to Cabinet in May 2018. On agenda for PSG 24th April 2018 |
| Loughborough Town Centre Masterplan | Head of Planning and Regeneration | | | April 2018 | | |
| Economic Development Strategy | Head of Planning and Regeneration | 2018-2020 | 3 years | March 2018 | | |
| Licensing Act 2003 – Statement of Licensing Policy. | Head of Regulatory Services* | 2017-2022 | 5 years | June 2017 | 2022 | Responsibility of the Licensing Committee and agreed by Full Council |
| Gambling Act 2005 – Statement of Principles. | Head of Regulatory Services | 2016-2019 | 3 years | February 2016 | January 2019 | Responsibility of the Licensing Committee and agreed by Full Council |

| Strategy / Policy | Responsible Officer | Period Covered | Duration | Agreed | Next Review Date | Notes |
|----------------------------------------------------|----------------------------------------------|----------------|----------|----------------|------------------|------------------------------------------------------------------------------------------------------------------|
| Hackney Carriage and Private Hire Licensing Policy | Head of Regulatory Services | 2017-2020 | 3 years | February 2017 | 2020 | Responsibility of the Licensing Committee and agreed by the Committee |
| Empty Homes Strategy | Head of Strategic and Private Sector Housing | 2017-2022 | 5 years | July 2017 | 2021 | |
| Homelessness Strategy | Head of Strategic and Private Sector Housing | 2018-2020 | 3 years | March 2018 | 2020 | Joint Housing and Homelessness Strategy to be prepared |
| Housing Strategy | Head of Strategic and Private Sector Housing | 2015-2020 | 5 years | April 2015 | 2020 | Joint Housing and Homelessness Strategy to be prepared |
| Private Sector Housing Grants Policy | Head of Strategic and Private Sector Housing | 2017-2020 | 3 years | August 2017 | TBC | |
| Choice Based Lettings Housing Allocation Policy | Head of Strategic and Private Sector Housing | | | October 2017 | TBC | |
| Housing Asset Management Strategy | Head of Strategic and Private Sector Housing | 2014-2019 | 5 years | September 2014 | TBC | To be completed in conjunction with the HRA Business Plan |
| Home Energy Conservation Act (HECA) Plan | Head of Strategic and Private Sector Housing | 2017- 2019 | 2 years | | February 2020 | |
| Private Sector Housing Enforcement Policy | Head of Strategic and Private Sector Housing | | | May 2018 | | Currently programmed for submission to Cabinet in May 2018. Considered by Policy Scrutiny Group in February 2018 |
| Housing Acquisition Policy | Head of Strategic and Private Sector Housing | | | May 2018 | | Currently programmed for submission to Cabinet in May 2018. |
| | | | | | | |

| Strategy / Policy | Responsible Officer | Period Covered | Duration | Agreed | Next Review Date | Notes |
|-------------------------|---------------------------|----------------|----------|---------------|------------------|-------|
| Business Plan | Head of Strategic Support | 2018/19 | Annual | March 2018 | December 2018 | |
| Equality Strategy | Head of Strategic Support | 2016-2020 | 4 years | November 2016 | July 2019 | |
| Communications Strategy | Head of Strategic Support | 2017-2021 | 4 years | April 2017 | July 2020 | |
| People Strategy | Head of Strategic Support | 2017-2021 | 4 years | March 2017 | July 2020 | |
| | | | | | | |

* In addition to the policies listed in the table the following are agreed by the Head of Regulatory Services in consultation with the Cabinet Lead Member under delegated powers:

1. Food Safety Law Enforcement Plan – annually updated.
2. Health & Safety Law Enforcement Plan – annually updated.
3. Regulatory Services Enforcement Policy – Approved 12 May 2016. Review May 2019.