

TELFORD & WREKIN COUNCIL

**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE –
4 OCTOBER 2016**

2016/17 WORK PROGRAMME

REPORT OF THE SCRUTINY OFFICER

1.0 PURPOSE

- 1.1 To enable the Customer, Community & Partnership Scrutiny Committee to consider and agree the Committee's work programme for 2016/17.

2.0 RECOMMENDATIONS

- 2.1 That the Committee agree items for the 2016/17 work programme;
and
2.2 That the Committee agree meeting dates for the remainder of the 2016/17 municipal year.

3.0 PREVIOUS MINUTES

None.

4.0 BACKGROUND INFORMATION

- 4.1 The suggestions shown in Appendix 1 were considered by the Scrutiny Management Board on 20 July 2016 and referred to the Customer, Community & Partnership Scrutiny Committee to decide which issues should be included in the Committee's Work Programme.
- 4.2 Scrutiny Management Board allocated a baseline of six formal meetings during the municipal year for scrutiny of items on the Customer, Community & Partnership Scrutiny Committee's work programme. This allocation does not include informal or sub-group meetings which may be held to gather evidence as part of a review, briefing meetings or regional/external scrutiny meetings.
- 4.3 The Chair has met the Cabinet Member, Director and Assistant Director responsible for some of the key suggestions to identify opportunities for scrutiny and the optimum time for scrutiny work. Key points discussed are shown in Appendix 1.
- 4.4 The work programme will be flexible to allow for important issues which emerge during the year to be scrutinised. However, if a new topic is added to the work programme, consideration must be given to removing an existing item to avoid the workload becoming unmanageable and losing focus.

4.4 Scrutiny Management Board also agreed that any items remaining at the end of the work programme period should automatically be removed so that future work programmes are fresh and focused on current issues and concerns. If an issue remains of concern it may be submitted for re-consideration in the next work programme.

5.0 EQUAL OPPORTUNITIES

5.1 There are no specific equal opportunity impacts arising from this report. Equal Opportunity issues will be considered as part of any scrutiny work.

6.0 ENVIRONMENTAL IMPACT

6.1 There are no specific environmental impacts arising from this report. Environmental impacts will be considered as appropriate to the topics in the work programme.

7.0. LEGAL COMMENT

7.1 Establishing a work plan as set out in this report contributes to the requirement of the overview and scrutiny committee to; investigate the policies of the Council's executive and their implementation, issue reports accordingly which draw attention to any shortcomings and make recommendations as appropriate.

7.2 A member of the overview and scrutiny committee has the right to refer a matter to the committee for consideration.

8.0 LINKS WITH CORPORATE PRIORITIES

8.1 Scrutiny members are asked to agree the work programme in the context of the Council's priorities.

9.0 OPPORTUNITIES AND RISKS

9.1 There is an opportunity to focus the work programme on fewer topics and in more depth in areas of policy development where scrutiny can have a greater impact. There is a risk that too many topics are kept in the work programme so that it loses focus and impact.

10. FINANCIAL IMPLICATIONS

10.1 Scrutiny has a role in ensuring that local government is effective and accountable. This includes undertaking reviews and challenging and monitoring performance. Support for the committee and the work programme are managed within existing resources. The financial implications of any recommendations made by Scrutiny should be considered as part of reports as relevant.

11. WARD IMPLICATIONS

11.1 There are no specific ward implications arising from this report.

12. BACKGROUND PAPERS

12.1 None

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Appendix 1

Customer, Community & Partnership Scrutiny Committee – Work Programme 2016/17

a) Meeting schedule

Date of Meeting	Items	Type of Meeting	Attendees	Outcomes
13 June 2016	Customer services My Telford testing	Working group	Helen Wood Jamie Fletcher	Test results fed into system development of application
4 July 2016	Channel Shift / Customer services <ul style="list-style-type: none"> • Update on performance of CCC • Feedback from My Telford testing • Saturday closure of SW1 Traffic signals <ul style="list-style-type: none"> • Impact of MOVA/SCOOT technology • Part-time signals at Randlay • Update to changes on 6 roundabouts funded by LEP 	Committee	Cllr Angela McClements Angie Astley Lee Higgins Helen Wood Karen Webb Dom Proud	<ul style="list-style-type: none"> - Reports noted - Specific issues relating to contact centre response, fly tipping web form and road safety picked up by officers to investigate
September 2016	HRC and waste transfer station visit <i>Members to visit HRC and transfer station in Hortonwood to inform scrutiny work</i>	<i>Veolia-hosted visit for ward Members and Town and Parish Councillors</i>		
4 October 2016	Waste management services <ol style="list-style-type: none"> a) Overview of Veolia/TWS service and performance management data b) Customer satisfaction – number of complaints, how they are dealt with c) Recycling rates / impact on landfill d) Update on HRCs e) Handover of TWS managed services 	Committee	Cllr Angela McClements Angie Astley Debbie Germany Sadie Roberts Catherine Slayter, Communications Manager – Veolia Midlands	

	to Veolia in 2019 Work programme To agree future items for the work programme			
10 November 2016	Civil Parking Enforcement To consider the business case for CPE	Finance & Enterprise Scrutiny Committee		

b) Forward Plan

Item	Suggestions (referred by Scrutiny Management Board)	Notes from Chair's briefings and recommendations	Suggested timing	Cabinet / SMT Lead
Enforcement	To look at current enforcement activities and to consider future planned changes to improve our enforcement activities to ensure there is a balance between prevention, support and enforcement e.g. environment, public protection, highway/off-street parking, housing (tenants and registered landlords), planning, Council Tax and debtors.	A significant amount of work is being done on enforcement activity which crosses over several service areas and how they could be brought together. Enforcement around HMOs would be a useful area for scrutiny to look at, potential to pick up with Community Safety Partnership.		Cllr Hilda Rhodes Angie Astley
Houses in Multiple Occupation	<ul style="list-style-type: none"> Issues with ASB and car parking related to HMOs Use of HMOs for care leavers, ex-offenders, substance misuse rehabilitation, people with mental health 	As above.	December 2016	Cllr Richard Overton (housing) Cllr Hilda Rhodes (enforcement) Jonathan Rowe

	issues or other vulnerable people without risk assessment or support			Angie Astley Fliss Mercer
Community Safety Partnership	STATUTORY How the Partnership is working together to tackle crime and disorder. It has been suggested the PCC is invited to the meeting.	A new Chair has been appointed to the Community Safety Partnership and the PCC is relatively new. A project is underway to refresh the strategic intelligence assessment for the CSP to understand patterns and trends of community safety issues to feed into the JSNA and inform action planning and deployment of resources. As above, scrutiny could pick up the theme of HMOs.	March 2017	Cllr Hilda Rhodes Jonathan Rowe
Grounds cleansing and maintenance services procurement	To feed into the specification and procurement process for the grounds cleansing contract from 2019 (include looking at links with management of open spaces such as playing fields, bowling greens, play areas etc.)	The grounds cleaning and maintenance contract currently with TWS will expire in 2019. The re-tender of the contract will start 18 months in advance. The committee could work alongside the process to feed into what and how the new service is procured.	February 2017 on-going	Cllr Angela McClements Angie Astley
Housing and homelessness	Impact of welfare reforms on homelessness and provision for non-statutory homeless young people ahead of the winter (monitoring previous scrutiny recommendations)			Cllr Richard Overton (housing) Cllr Paul Watling (welfare reforms) Debbie Lloyd
Flood & Water Management	STATUTORY To scrutinise the Flood Management Strategy and implementation by the Strategic Flood Board	No key issues flagged up. A report could be brought to the committee as required.	December 2016	Cllr Angela McClements Angie Astley
Definitive Map for Rights of Way	There is a legal obligation to maintain an accurate Definitive Map that should be available for anyone to inspect. There has been a recent change in regulations that apply to the need to check on planning		December 2016	Cllr Liz Clare Katherine Kynaston

	applications and rights of way. It would be useful to see how well the system works within the planning department and how the updating of the definitive map is progressing.			
Channel shift / customer services – monitoring	<ul style="list-style-type: none"> • Customer Contact Centre performance monitoring • Impact of channel shift including reducing calls to the contact centre and uptake of Council Tax payments by Direct Debit • Update on My Telford • Members to report back on testing of Intelligent Voice Recognition systems 	An update report can be provided to follow previous scrutiny work.	May 2017	Cllr Angela McClements Angie Astley
Business support and inward investment	<ul style="list-style-type: none"> • Visit to Growth Hub / University of Wolverhampton • How to increase business engagement and sponsorship of the Growth Hub (possibly with sector champions) • What lessons can be learnt from the journey of an existing investor 			Cllr Shaun Davies Cllr Gilly Reynolds Katherine Kynaston
Management of Community Centres	To follow up on previous scrutiny recommendations and the transfer of the management of Council run community centres to partners.			Cllr Paul Watling Richard Partington Rachael Jones
Community access to leisure facilities in BSF schools	How access is being negotiated in community access agreements.	Suggest work is deferred until 2017/18 due to on-going negotiations.		Cllr Paul Watling (BSF) Cllr Liz Clare (sports) Jim Collins/Fliss Mercer
Marches LEP	The Marches Joint Enterprise Committee (MJEC) is accountable to the CCP Scrutiny Committee.	Circulate Annual Report for information.		Cllr Shaun Davies Katherine Kynaston
West Midlands Combined Authority	The Chair of the Customer, Community & Partnership Scrutiny Committee has been appointed to the WMCA Overview & Scrutiny Committee	Cover in Chair's Updates		Cllr Shaun Davies Katherine Kynaston

Community Capacity Building and Volunteering	How is the Council working with local communities to build capacity and how does the volunteering strategy support services which may be cut			
Partnerships	How the Council is continuing to develop relationships with partners	Consider partnerships within each review.		
Traffic signals	Impact of traffic signalling technology and part time lights at Randlay	Work completed – remove from work programme.		
Systems to ensure public confidence and trust in the Council	How the Council interacts with members of the public at meetings, systems to enable the Council to learn lessons from meetings or public inquiries which involve the public so that policies and practices are improved in a way that ensures public confidence and trust in the Council.			