

**TELFORD & WREKIN COUNCIL****CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE –  
17 JULY 2017****WORK PROGRAMME 2017/18****REPORT OF THE ASSISTANT DIRECTOR: GOVERNANCE,  
PROCUREMENT & COMMISSIONING****1.0 PURPOSE**

- 1.1 To enable the Customer, Community & Partnership Scrutiny Committee to consider and agree the Committee's work programme for 2017/18.

**2.0 RECOMMENDATIONS**

- 2.1 That the Committee agree its Terms of Reference (Appendix 1)  
2.2 That the Committee agree items for the 2017/18 work programme (Appendix 2); and  
2.3 That the Committee agree meeting dates for the remainder of the 2017/18 municipal year.

**3.0 BACKGROUND INFORMATION**

- 1.1 The Terms of Reference for the Customer, Community & Partnership Scrutiny Committee is attached. On 25 May 2017, Full Council delegated authority to each Committee to approve its own Terms of Reference. Scrutiny Management Board have endorsed the Terms attached at Appendix 1 for agreement.
- 3.1 The suggestions shown in Appendix 2 were considered by the Scrutiny Management Board on 20 June 2017 and referred to the Customer, Community & Partnership Scrutiny Committee to decide which issues should be included in the Committee's Work Programme.
- 3.2 Scrutiny Management Board allocated a baseline of four 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.
- 3.3 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.

- 3.4 Scrutiny Management Board also re-asserted previous agreement 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.
- 3.5 Customer, Community and Partnership Scrutiny Committee is the designated body for scrutiny of the Safer, Stronger Communities Partnership as set out in section 19 of the Police & Justice Act (2006) and of Flood and Water Management as set out in the Flood and Water Management Act 2010. The work programme should make provision for scrutiny of these items.

## **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 Overview &Scrutiny (O&S) for local authorities was introduced as part of the modernisation of local government in Section 21 of the Local Government Act 2000. It required every local authority to have at least one O&S committee, to: hold the Executive to account; undertake policy development and review; monitor and improve performance; investigate issues of public concern; and carry out external scrutiny including the NHS.
- 7.2 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.

SAD – 22.5.17

## **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.

TS – 26.5.17

## **11. WARD IMPLICATIONS**

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

## **12. PREVIOUS MINUTES**

- 12.1 None.

## **13. BACKGROUND PAPERS**

- 13.1 None

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## **CUSTOMER, COMMUNITY AND PARTNERSHIP SCRUTINY COMMITTEE TERMS OF REFERENCE**

1. The Committee will be made up of 7 elected members from the Scrutiny Assembly, appointed at Annual Council in line with the political balance of the Council, and co-opted scrutiny members. The number of co-opted members must not exceed 50% of the number of elected members. Vice-Chairs may be appointed by majority decision of the Committee.
2. If the Chair or Vice-Chair are unable to attend a meeting the Members present will elect a Chair for the meeting.
3. In addition to standing co-optees, the Committee may appoint additional co-optees for one-off reviews to supplement the skills, knowledge and experience of members of the Committee on that particular issue.
4. Relevant Cabinet Members, Directors, Assistant Directors and Service Delivery Managers will attend the Committee at the request of the Chair. Representatives from other organisations may be invited to attend.
5. The Committee will be the main mechanism by which Scrutiny members will scrutinise and monitor issues relating to the following key areas:
  - the development of Telford & Wrekin as a Co-operative Council and any resulting policies and service changes, other than matters scrutinised by the Scrutiny Management Board;
  - the planning, delivery and performance of services provided to local communities for example libraries; sport, leisure and culture facilities; community centres; environmental services or community based projects involving the Council and community cohesion.
  - issues relating to how the Council works with partner organisations such as Town & Parish Councils, the voluntary sector, community groups and local people, in particular where these organisations are or may be involved in the delivery of Council services;
  - scrutiny of the services provided by partner organisation in accordance with national legislation;
  - housing, homelessness, transport and highways, regeneration, waste and recycling services, customer services, community engagement, welfare reform, enforcement.
6. The Customer, Community and Partnership will be the designated body for scrutiny of the Safer, Stronger Communities Partnership as set out in section 19 of the Police & Justice Act (2006) and of Flood and Water Management as set out in the Flood and Water Management Act 2010. The work programme will make provision for scrutiny of these items.

7. The Committee will consider matters referred by the Scrutiny Management Board, and will exercise discretion as to whether a suggestion falls within the remit of the Committee to scrutinise.
8. The meetings will follow the principles of scrutiny i.e. no party whip will be applied and a constructive, evidence based approach will be used.
9. All Scrutiny Committee meetings will be held in public, unless exempt information is being considered or discussed. Scrutiny Committees may appoint sub-groups to carry out investigative work as part of a review and these sub-groups may hold informal meetings but will report back their findings to the Scrutiny Committee.
10. From time to time members may become privy to information of a confidential nature. If this happens, members must maintain this confidence. Members are unable to request personal/confidential information from Officers about an individual or family.
11. The meetings will be administered by Scrutiny Services and Democratic Services. Frequency of meetings will be agreed by the Committee as necessary to carry out the work programme.
12. The Chair of the Committee, or his/her representative, will provide and present reports and recommendations of the Committee to the Council's Cabinet or other relevant organisations.
13. The Committee will set its own work programme in accordance with the areas set out in paragraph 5 above, may look at any issue deemed by the Committee to fall within its remit.
14. The quorum for a meeting is 3 elected members.

## Customer, Community &amp; Partnership Scrutiny Committee – 2017/18 work programme

Topics

Topic	Method	Scoped? Y/N	Timescale	Cabinet Member	Assistant Director	Other Participants	Expected Outcome/Impact
West Mercia Fire and Rescue Governance Consultation Proposal	Spotlight/ In-depth	New Suggestion for 2017/18	Report to Cabinet Meeting on 14 Sept 2017	Housing & Enforcement	Customer & Neighbourhood Services	West Mercia Police & Crime Commissioner	To inform the Council's response to the proposals.
Third Party Engagement How effective the Council is in engaging support from third party organisations and the community in light of reducing resources.	TBC	New Suggestion for 2017/18		Communities, Health & Wellbeing	Customer & Neighbourhood Services	TBC	
Flood Water Management	TBC	N – statutory responsibility	Update provided in 2016/17	Transport, Infrastructure & Broadband	Customer & Neighbourhood Services	TBC	Exercise of statutory responsibilities

Community Safety Partnership (Crime & Disorder Reduction Partnership scrutiny)	TBC	N – statutory responsibility	Not considered in 2016/17	Housing & Enforcement	Customer & Neighbourhood Services	TBC	Exercise of statutory responsibilities  Planned to consider evidence based approach to targeting activity, resources & enforcement around HMOs
Grounds and cleansing service contract procurement Oversight of procurement process and specification for the Grounds and Cleansing service contract. Links to maintenance of open spaces.	In-depth Review	N		Neighbourhood Services & Pride Programme	Customer & Neighbourhood Services	TBC	Policy Development
Update on channel shift / customer services Update on impact of Channel Shift and performance of contact centre. Include uptake of direct debits for Council Tax.	TBC	N	Work began in 2016/17	Customer Services, Tourism & Partnerships	Customer & Neighbourhood Services	TBC	Update

Waste management services - Options for the food waste collection element of Veolia contract.	TBC	N	Work began in 2012/13.	Neighbourhood Services & Pride Programme	Customer & Neighbourhood Services	TBC	Update  Note:- This contract has been let.
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### Monitoring Activity

Due Date	Date Circulated	Topic	Assistant Director and Responsible Officer	Outcome
Review of implementation after 12 months.		Selective Licensing	Customer & Neighbourhood Services	Monitoring success of implementation

### Meeting Plans

Meeting Dates	Meeting Type	Items	Cabinet Member	Assistant Director or Other Participants
17 July 2017	Formal	West Mercia Fire and Rescue Governance Consultation Proposal Work Programme (inc Terms of Reference) Chair's Update		West Mercia Police & Crime Commissioner

16 October 2017	Formal	Items to be agreed Work Programme Chair's Update		
22 January 2017	Formal	Items to be agreed Work Programme Chair's Update		
23 April 2017	Formal	Items to be agreed Work Programme Chair's Update		