

CABINET – 13TH APRIL 2017

Report of the Overview Scrutiny Group

ITEM 7 BUSINESS PLAN 2017/18

Purpose of Report

To consider the comments and recommendation of the Overview Scrutiny Group in respect of the Cabinet report to consider the Business Plan for 2017/18.

Recommendation

That the Cabinet be informed that the Group supports the recommendation as set out in the report of the Head of Strategic Support.

Reason

Having considered the report and asked questions of the Head of Strategic Support on the matter, the Group concluded that it would be appropriate to approve the Business Plan 2017/18 as set out in the report of the Chief Executive, to identify the key activities and performance indicators for the Council for 2017/18 that support the objectives set out in the Corporate Plan (2016-2020).

Additional Recommendation of the Group

In addition the Group made a further recommendation regarding future Business Plans. It resolved that subsequent Business Plans have more detailed information regarding the impact of the proposed actions. The reason for the recommendation was so that the difference made as a result of the actions could be more clearly demonstrated.

Meeting Discussion

Following questions from the Group, the Head of Strategic Support (and the Chief Executive) provided the following responses:

- (i) It was confirmed that the Business Plan sets out activities and tasks to deliver the aims of the Council's Corporate Plan and that services also may have operational Team Plans. It was commended as a document.
- (ii) In response to the comment made about the low percentage of customers satisfied with the web service they received it was made clear that satisfaction levels were high when people visited the Council offices but the low percentage level for web service was not unusual for councils to receive. There was an emphasis on moving towards improvements to web based services for customers which should achieve higher levels of satisfaction.
- (iii) Members commented on the risk management item in the report as it was felt that the level of risk had been reduced due to work that had been completed recently and it was felt that the risk might now be classed as minor. The Group was advised that risks would be monitored continuously so the risk level identified may change.

- (iv) Clarification was provided regarding the reference to Equality and Diversity included in the Business Plan and how an Equality Impact Assessment had been carried out. The Group was advised that the Assessment would be carried out in specific areas if appropriate, as detailed in the report.
- (v) In response to the query about the Empty Homes target and success criteria the Group was advised that more detailed data was available. The target is specific to homes brought back into use as a result of action by the council.
- (vi) There were similar queries regarding the level of detail in the report. It was felt that there should be more information regarding the expected impact of the actions proposed in addition to the success criteria.
- (vii) The Group asked if more safeguarding training sessions would be made available to Councillors as some had missed sessions and wanted to attend if there were more sessions available. They were advised that they would be made aware of any upcoming training available to them.
- (viii) In response to the query about the difference between minor and major amendments in relation to the recommendations to Cabinet the response was that minor amendments were only possible at this stage as the report was final but an example of a major amendment was changing a target that had already been set. The query was due to a concern that the Business Plan was very target driven and there was a lack of information about what the wider impact would be and lack of detail regarding the data provided. This point was acknowledged and there was a recommendation that next year more information on impact would be provided.
- (ix) There was a query regarding the organisations signed up to the Dementia Action Alliance and the Group was advised that further details could be provided outside the meeting.

Policy Justification and Previous Decisions

Scrutiny Committee Procedure 11.12 sets out the procedure by which a report of a scrutiny committee should be considered by the Cabinet.

Implementation Timetable including Future Decisions and Scrutiny

The information on this in the Cabinet report is not affected by the recommendation of the Overview Scrutiny Group.

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no further financial implications associated with the recommendation of the Overview Scrutiny Group.

Risk Management

There are no specific risks associated with the recommendation of the Overview Scrutiny Group.

Key Decision: Yes

Background Paper: Overview Scrutiny Group Minute 96 2016/17,
10th April 2017

Officer to contact: Nadia Ansari
Democratic Services Officer
(01509) 634502
nadia.ansari@charnwood.gov.uk