ITEM 12 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 25th October 2017 and it is attached as an appendix for the consideration of the Panel. The Board agreed that an item be added to the Performance Scrutiny Panel Work Programme for the Panel to scrutinise further progress against the actions in the Housing Strategy.

Actions Requested

1. To schedule to the Work Programme of the Performance Scrutiny Panel the scrutiny of progress made against the actions in the Housing Strategy;

2. To note the current position with the Panel’s Work Programme.

Reasons

1. At its meeting on 25th October 2017 the Scrutiny Management Board agreed with the suggestion by the Policy Scrutiny Group that, although good progress in delivering the Housing Strategy had taken place, it might be useful to continue to monitor the situation and therefore requested that the Performance Scrutiny Panel schedule further scrutiny of the strategy’s progress against actions.

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

Background Papers: None

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<table>
<thead>
<tr>
<th>Responsible Body</th>
<th>Meeting Date</th>
<th>Issue</th>
<th>Scope of Item / Terms of Reference</th>
<th>Reason for Scrutiny</th>
<th>Invitees / Officers</th>
<th>Progress / Notes / Action Requested</th>
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<tbody>
<tr>
<td>Performance Scrutiny Panel</td>
<td>12 December 2017 (standing item)</td>
<td>Work Programme</td>
<td>To consider items for future meetings</td>
<td>To allow the Group to identify items for which scrutiny is required and make recommendations, as appropriate, to Scrutiny Management Board.</td>
<td>N. Conway (report) Lead Officer (meeting)</td>
<td>Added to the work programme 10 October 2017 after the item was added to the agenda by the Chair in accordance with Scrutiny Committee procedure 11.10(a)</td>
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<tr>
<td>Performance Scrutiny Panel</td>
<td>12 December 2017</td>
<td>Future operation of the Committee</td>
<td>To review the Chairs &amp; Vice-chairs findings regarding 4 areas of possible alteration or addition to the operation of the Panel</td>
<td>To allow the group to consider how to scrutinise topics more effectively and within their terms of reference as dictated by the Constitution.</td>
<td>A. Ward</td>
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<tr>
<td>Performance Scrutiny Panel</td>
<td>12 December 2017 (Regular Item)</td>
<td>Online Customer Service</td>
<td>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.</td>
<td>To monitor progress regarding online customer service functions interfacing with Council customers work and development.</td>
<td>S. Jackson / Project Board member (S. Jackson)</td>
<td>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 that a six-monthly update be received.</td>
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</table>
| Performance Scrutiny Panel | 12 December 2017  
(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. | P. Oliver & other officers (to be confirmed) | 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. |
| --- | --- | --- | --- | --- | --- |
| Performance Scrutiny Panel | 12 December 2017  
(annual item) | Performance Information (Quarter 2 Report) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives and monitoring of the number of Empty Homes. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | A. Ward & H. Gretton | Quarterly Report considered at the same time annually. |
| Performance Scrutiny Panel | 12 December 2017  
(Period 6 - annual item) | Revenue Monitoring Report | Monitoring of Council's revenue position. | To ensure the Council's revenue position is satisfactory. | C. Hodgson | Three reports to be considered through the year. Reports to be considered at the same time annually.

Written Report

Re-scheduled by PSP 14 February to its December meeting to correlate with Council’s budget monitoring schedule, (see minute 49.4). |
| Performance Scrutiny Panel | 12 December 2017  
(annual item) | Capital Plan Amendment Report | To consider amendments to the Capital Plan agreed by Cabinet | The Capital Plan is an integral element of all policies. | C. Hodgson | Quarterly Report considered at the same time annually. |
<table>
<thead>
<tr>
<th>Performance Scrutiny Panel</th>
<th>Date</th>
<th>Item</th>
<th>Description</th>
<th>Key Performance Figures</th>
<th>Action</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Empty Homes Strategy - Monitoring of Action Plan</td>
<td>14 February 2018</td>
<td>Monitoring the action plan associated with the Empty Homes Strategy</td>
<td>To enable monitoring of the action plan to take place.</td>
<td>TBC</td>
<td>Added by SMB 14th June 2017. To be programmed after the final version of the Strategy has been agreed by Cabinet. Scheduled at PSP 04 July 2017.</td>
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<tr>
<td>Tenancy Support</td>
<td>14 February 2018</td>
<td>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.</td>
<td>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.</td>
<td>P. Oliver</td>
<td>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.</td>
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<tr>
<td>Supporting Leicestershire Families Programme</td>
<td>14 February 2018</td>
<td>To monitor the performance of the Supporting Leicestershire Families Programme</td>
<td>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.</td>
<td>C. Traill/J. Robinson/S. Coupe</td>
<td>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)</td>
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<tr>
<td>Performance Scrutiny Panel</td>
<td>14 February 2018</td>
<td>Utilising Section 106 Funds - Update</td>
<td>To provide an update on progress as requested by the Panel at its meeting on 14 February 2017.</td>
<td>To ensure that there is transparency and accountability in respect of Section 106 Agreements and encourage public engagement and participation in the process of decision-making on matters relating to them</td>
<td>C. Traill / R. Bennett / Cllr. Vardy (Lead Member for S106 Agreements)</td>
<td>Original report proposed by the S106 Scrutiny Panel. Agreed by SMB on 18 March 2015, min 55.2. Agreed by PSP 14 February 2017 that an update report be received in 12 months, (see minute 47.3).</td>
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<td>Performance Scrutiny Panel</td>
<td>14 February 2018 (Period 9 - annual item)</td>
<td>Revenue Monitoring Report</td>
<td>Monitoring of Council’s revenue position.</td>
<td>To ensure the Council’s revenue position is satisfactory</td>
<td>C. Hodgson</td>
<td>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) Scheduled 14 February 2017.</td>
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<td>Performance Scrutiny Panel</td>
<td>10 April 2018 (Six-monthly item)</td>
<td>Council Tax and Housing Rent Arrears – Internal Mechanisms</td>
<td>To detail the Council’s internal mechanisms for reporting and taking action in relation to Council Tax and housing rent arrears, the depth of reporting and the level to which information can be broken down to individual wards.</td>
<td>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 Council Ta Arrears report on 22 August 2017 (min 17.2 refers) about how much tax is collected, how much tax is written off, the costs of enforcement and the number of enforcement actions divided by parish</td>
<td>P. Oliver/ K. Barnshaw</td>
<td>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.</td>
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<td>Performance Scrutiny Panel</td>
<td>10 April 2018 (annual item)</td>
<td>Capital Plan Amendment Report</td>
<td>To consider amendments to the Capital Plan agreed by Cabinet</td>
<td>The Capital Plan is an integral element of all policies.</td>
<td>C. Hodgson</td>
<td>Quarterly Report considered at the same time annually.</td>
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<td>Performance Scrutiny Panel</td>
<td>10 April 2018 (annual item)</td>
<td>Performance Information (Quarter 3 Report)</td>
<td>Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives and monitoring of the number of Empty Homes.</td>
<td>To ensure targets and objectives are being met. To identify areas where performance might be improved.</td>
<td>A. Ward &amp; H. Gretton</td>
<td>Quarterly Report considered at the same time annually. To include, in accompaniment to performance information in relation to KI4 (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.</td>
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<td>Performance Scrutiny Panel</td>
<td>July 2018 (annual item)</td>
<td>Performance Information (Quarter 4 Report – Year End)</td>
<td>Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives and monitoring of the number of Empty Homes.</td>
<td>To ensure targets and objectives are being met. To identify areas where performance might be improved.</td>
<td>A. Ward &amp; H. Gretton</td>
<td>Quarterly Report considered at the same time annually.</td>
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<td>Performance Scrutiny Panel</td>
<td>July 2018 (annual item)</td>
<td>Capital Monitoring including Outturn (Quarterly Report)</td>
<td>Monitoring of position with the Council's Capital Plan.</td>
<td>To ensure changes to the Council's Capital Plan and its financing are appropriate</td>
<td>Cllr. Barkley (Lead Member Finance &amp; Property Services) / C. Hodgson</td>
<td>Quarterly Report considered at the same time annually.  Written Report.</td>
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<td>July 2018 (annual item)</td>
<td>Revenue Monitoring (General Fund and HRA) Outturn</td>
<td>Monitoring of Council's revenue position.</td>
<td>To ensure the Council's revenue position is satisfactory</td>
<td>C. Hodgson</td>
<td>Written Report.</td>
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<td><strong>August 2018</strong> <em>(Six-monthly item)</em></td>
<td><strong>Update Report – Housing Repairs Complaints</strong></td>
<td>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.</td>
<td>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.</td>
<td>P. Oliver &amp; S. Jackson <em>(see PSP min 27.4, 2015/16)</em> <em>(others to be confirmed)</em></td>
<td>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.</td>
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<td>Monitoring of Council's revenue position.</td>
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<td><strong>October 2018</strong> <em>(annual item)</em></td>
<td><strong>Performance Information (Quarter 1 Report)</strong></td>
<td>Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives and monitoring of the number of Empty Homes.</td>
<td>To ensure targets and objectives are being met. To identify areas where performance might be improved.</td>
<td>A. Ward &amp; H. Gretton</td>
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<td>P. Oliver/K. Barnshaw</td>
<td>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.</td>
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<td>To be programmed</td>
<td>Progress against actions in the Housing Strategy</td>
<td>To scrutinise progress against the actions in the Housing Strategy.</td>
<td>See Policy Scrutiny Group 26 September 2017, Minute 16, Resolution 3. The Group considered that, although good progress in delivering the Strategy had taken place, it might be useful to continue to monitor the situation.</td>
<td>TBC</td>
<td>Added by SMB 25 October 2017, see min 26.1.</td>
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