

SCRUTINY MANAGEMENT BOARD – 28TH MARCH 2018

Report of the Head of Strategic Support

ITEM 8 DRAFT ANNUAL SCRUTINY REPORT 2017/18

Purpose of Report

To consider the draft Annual Scrutiny Report 2017/18 with a view to it being recommended to Council for approval.

Action Requested

1. That delegated authority be given to the Democratic Services Manager, in consultation with the Chair and Vice-chair of the Scrutiny Management Board, to format and amend the draft report to include reference to matters raised at the meeting.
2. That it be recommended to Council that the Annual Scrutiny Report 2017/18, including any amendments made following the meeting as per recommendation 1, above, be approved.

Reasons

1. To ensure that additional and updated information is incorporated into the final Annual Report before its submission to Council.
2. To report annually, as required by the Council's Constitution, on the operation and workings of Scrutiny.

Policy Context

In accordance with Scrutiny Committee Procedure 6.3(e) of the Council's Constitution, the Scrutiny Management Board must report annually to Council on the workings of scrutiny bodies and the operation of the scrutiny function generally.

Background

The information contained within the draft report was informally approved by the chairs of each scrutiny body prior to it being submitted for consideration by the Board.

Should the Board agree the report it will be considered by Council on 30th April 2018.

Financial and Legal Implications

None

Risk Management

No risks have been identified in connection with this report.

Background Papers: None

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Scrutiny

Annual Report

2017/18

Scrutiny Management Board



Introduction from the Chair of the Scrutiny Management Board

The Scrutiny Management Board's role is central to scrutiny arrangements at Charnwood as it works to:

- i) focus scrutiny by commissioning reviews and investigations;
- ii) monitor the effectiveness of scrutiny work by following up on actions agreed as a result of scrutiny recommendations;
- iii) review Cabinet decisions before they are implemented where councillors have "called-in" such decisions for scrutiny.

During 2017/18, the Board has:

- continued to review the work of the Community Safety Partnership;
- reviewed the occasions on which it might be useful to make reference to the minutes of scrutiny bodies at full Council meetings and recommended to Council that the provision in that respect be extended, with a view to further promoting the work of scrutiny;
- further considered the position on a number of parking matters in the Borough and specific to Loughborough, with the assistance of the relevant Cabinet Lead Member and requesting further information from officers on a number of concerns, before acknowledging the work being undertaken and progress made;
- received a briefing on the procurement process undertaken in respect of the new Housing Capital Programme (Decent Homes) Contract, for the purpose of ensuring that the issues identified previously by Scrutiny had been taken forward through that process.
- considered a number of call-ins of decisions under Scrutiny Committee Procedure 11.7, notably an exempt officer key decision in respect of the Wates Living Space Inflation Increase 2017/18 and Cabinet decisions relating to Future Cemetery Provision for Loughborough and the establishment of a Charnwood Lottery, referring those decisions back to Cabinet for further consideration where the Board considered that was necessary and useful;
- looked at how effectively the themes set out in the Council's Corporate Plan were delivered in 2016/17;
- discussed the approach taken to writing minutes of the Council and its committees, in terms of format and content, and the reasons for that, concluding that no fundamental changes were required;
- continually reviewed the Scrutiny Work Programme to ensure timely and effective scrutiny.

In addition, the Board has continued to support the work of scrutiny groups and panels by:

- considering requests from scrutiny groups in respect of the scrutiny work they wish to undertake and including those matters on the Scrutiny Work Programme where such scrutiny would add value and is appropriate to the role of the group concerned;
- monitoring the implementation of Cabinet decisions in relation to the Decent Homes Scrutiny Panel and establishing, with a clear scope, a new scrutiny panel to consider the Council's Five Year Housing Supply;
- having agreed the process for scrutiny of the Council's 2017/18 draft budget, subsequently recommending the Budget Scrutiny Panel's report to the Cabinet, ensuring that the observations it wished to make were clearly explained.

Finally, a review of the scrutiny function was instigated to see how things might be done differently, with a view to making scrutiny even better at Charnwood.

Councillor Jewel Miah, Chair of the Scrutiny Management Board

To access the agendas, minutes and sound recordings for meetings of the Board, click [here](#).

Policy Scrutiny Group

The main role of the Group is to act as a critical friend supporting the development and implementation of the Council's policies and strategies. In particular the Group seeks to engage at the earliest possible stage when the Council reviews existing policies to provide scrutiny input into their development.

Making a Difference

The Group is pleased to report that on a number of occasions during the year officers have requested that the Group scrutinises policies and strategies that are being developed. This suggests that the benefits of enabling this form of scrutiny to take place are being recognised.

The Work of the Group in 2017/18

This year the Group had focussed its attention on matters relating to housing and enforcement. By scrutinising policies and strategies during the consultation stage of the process the Group has been able to influence, clarify and add content to the Council's Landlord Services Customer Engagement Strategy, Housing Strategy, Homelessness Strategy, Empty Homes Strategy and Planning Enforcement Plan.

The Group has on two occasions chosen to make recommendations or reports to the Cabinet. In the first case the Group recommended that the proposed Private Sector Enforcement Policy should be made more robust. In particular the Group was keen to ensure that enforcement activity was undertaken swiftly and effectively. If initial steps did not lead to matters being rectified the Council should make use of its more formal legal powers without undue delay. Its specific recommendation was that the final version of the Policy include as an objective that enforcement activity should involve the minimum of stages that was consistent with the Council's legal obligations and did not put the Council at risk. The Group is keen to see the Cabinet's response to that recommendation in due course.

There are a number of ways in which the Group's scrutiny can make a difference. Firstly, the Group can act to confirm that the development of a new policy or the methods used in policy development are working appropriately. Secondly, the Group can act as a consultee, working constructively with officers to make suggestions and comments that will be considered as policies and strategies are finalised. Finally, the Group can use its powers to make the Cabinet aware through recommendations and reports of its concerns or its wish to commend a particular policy approach.

It is worth noting that examples of all three of these positive outcomes can be found in the summary of the Group's work.

On the second occasion the Group submitted a report to the Cabinet setting out its support for the draft Corporate Anti-Social Behaviour and Hate Incident Policy 2018-2021. In particular the Group wished the Cabinet to be informed that having scrutinised the draft policy the Group considered that it provided a clear statement the Council's approach to dealing with anti-social behaviour by different teams across the Council which were involved. As a result, residents would be aware of how cases would be dealt with and the legislative framework in which the Council operated.



The Group has continued to scrutinise the important issue of homelessness throughout the year. This work built on that in the previous year and assisted the Council in the development of its Homelessness Strategy and monitored the actions that were being taken to prepare for the implementation of the Homelessness Reduction Act in May 2018. The Group welcomed the work that has been done in this area and the progress that has been achieved with the wider Housing Strategy.

The Group also scrutinised the Council's new Choice Based Lettings Allocations Policy in depth and put forward its views on what the Council's

Policy Scrutiny Group

approach should be in those areas where the Council has discretion. By engaging in this work at an early stage the Group was able to actively contribute to the policy's development.

The Group has continued to take a keen interest in the development of the Council's planning policies and will shortly receive a further update on the timetable for producing the Council's new Single Local Plan. This will be a significant piece of work for the Council, including the scrutiny function, in the year ahead.

The Group has also scrutinised work currently underway to develop a new Economic Development Strategy. The Group was particularly interested in the methods that were used to ensure that the Council engaged with a cross-section of businesses across the Borough as part of that work.

The Process of Policy Development

As in previous years, the Group has also scrutinised the ways in which policies and strategies are developed. This year the Group's focus has been on how to make the best use of surveys and consultation in that process. As mentioned above, this was an area of focus when the Group scrutinised the Economic Development Strategy. The Group also made a number of suggestions in relation to increasing the reach of the residents' survey. It will be considering the effectiveness of those and the lessons learned from the 2015 survey when it scrutinises the outcomes of the 2017 survey at its meeting in April 2018.

Councillor Brenda Seaton, Chair of the Policy Scrutiny Group

To access the agendas, minutes and sound recordings for meetings of the Group, click [here](#).

What is Scrutiny?



- Rather than making decisions, the role of scrutiny is to improve decision-making by others through reviewing the decisions taken and suggesting improvements that could be made. Scrutiny bodies therefore act in a similar way to select committees in Parliament.
- It is important that decisions taken by the Council are monitored in this way to ensure that the services it provides are of high quality and that the decision-making process is transparent. Scrutiny also provides an opportunity for the views of the public, businesses, community groups and others to be considered when reviewing the Council's activities.
- One of the key jobs that scrutiny does is to hold decision-makers (especially the Council's Cabinet) to account for their decisions. Scrutiny bodies have the power to require Cabinet members to attend their meetings and explain the decisions they have taken, the Council's policies and performance. Having heard from decision-makers and gathered other evidence, for example from good practice elsewhere, scrutiny bodies are able to make recommendations on how things could be improved.
- Where the Cabinet take a decision, councillors are able to ask the Scrutiny Management Board to review that decision before it is implemented in case there are concerns that a better decision could be taken. This is known as a call-in.

Overview Scrutiny Group

The Overview Scrutiny Group has two roles:

- (i) Scrutinising the recommendations of officer reports before they are presented to the Cabinet.
- (ii) Scrutinising external public service providers and partners, outside bodies and services shared with other local authorities.

Pre-decision Scrutiny

The Group's role is a valuable one within the decision-making structure. It provides the opportunity for reports to be viewed and scrutinised before they go to Cabinet for approval. The Group has the chance to ask questions and to gain more information about the reasoning behind the recommendations made to Cabinet. It is imperative that the Group provides a comprehensive scrutiny of reports to ensure that any concerns are highlighted before Cabinet make their decision.

2017 saw a change of leadership to the Group as Councillor Smidowicz took on a role within the new Cabinet structure and Councillor Taylor became the new Chair of the Group. The Group thanked Councillor Smidowicz for her time as Chair and the leadership she provided in scrutiny for the Group.

During the year, Overview Scrutiny Group undertook pre-decision scrutiny of 24 items, supporting the recommendations being made to the Cabinet but also providing their own comments and suggestions. These include:

- Lightbulb Service Model – the Group raised concerns regarding the long term investment required and the lack of information given regarding the Council's involvement. The Group's concerns led to Cabinet including a review of the service model after 1 year to the recommendations to ensure the project was being monitored suitably.
- Fearon Hall – Proposed Tripartite Lease Agreement - the Group was happy to support the recommendations regarding the refurbishment of the building but went on to propose that any unused funds were to be put towards the internal decoration of the building. This recommendation was approved by the Cabinet.
- Garden Waste Collections – Secure Sticker System – the Group undertook scrutiny of the report regarding the introduction of the sticker system and was happy to support the system which has proved a success for the Council.
- Charnwood Lottery – the Group raised concerns regarding the introduction of the lottery and included a recommendation to Cabinet that a review be put in place to monitor its success. This recommendation was approved by the Cabinet.

Scrutiny of External Bodies

In July 2017, the Group undertook scrutiny of the landlord accreditation service DASH (Decent And Safe Homes) who provided the Group with a service update. The Group was keen to find out more about how DASH operated and how enforcement legislation could be used to assist them. The Group was happy with their scrutiny of DASH and the information they provided.

Community Shop – Monitoring Progress

The Group continued to monitor the implementation of the Community Shop project but in July 2017 was informed that the project would be delayed as it was being piloted in another area due to their readiness to start. If the pilot was successful then the project would be revisited in the Charnwood area.

Councillor Deborah Taylor, Chair of the Overview Scrutiny Group

To access the agendas, minutes and sound recordings for meetings of the Group, click [here](#).

Budget Scrutiny Panel



Established by the Scrutiny Management Board in 2012, the Budget Scrutiny Panel has now completed its sixth year of scrutinising the Council's draft budget. In 2017/18, it held meetings between October and January alongside the Council's process for setting its 2018/19 budget. This allowed the Panel to scrutinise the budget in a structured and effective way. There was also the opportunity for input from officers to ensure that the Panel had a better understanding of how the budget was created.

The Panel reported its conclusions in respect of the Council's 2018/19 draft budget to the Scrutiny Management Board in January 2018, with the Board resolving to submit the Panel's conclusions to the Cabinet when it considered the Council's 2018/19 final budget in February 2018.

The Panel made the following main recommendation to the Cabinet, which was noted:

An alternative scheme should be investigated for use of the funding for the Loughborough Special Expenses to explore how money could be better spent.

As part of their role the Panel made the following observations regarding the proposed budget, amended by Scrutiny Management Board for clarity:

- concern regarding the use of Council reserves to meet the proposed budget, together with history of underspend.
- in respect of the Planning Service Restructure, concern that the restructure should not be based on the income available, but on the long term requirements of the service.
- concern regarding the number of people currently in temporary accommodation and the cost to the Council.
- that the £0.5m electrical works programme created by the Head of Landlord Services was a prudent move and was commended.

Councillor Jewel Miah, Chair of the Budget Scrutiny Panel

To access the agendas, minutes and sound recordings for meetings of the Panel, click [here](#).

Performance Scrutiny Panel

The Performance Scrutiny Panel reviews Council Services with the aim of seeking improvements in Council performance and monitoring whether performance targets are being met. The Panel takes a significant role in ensuring that all Cabinet initiatives are rigorously scrutinised to ensure that objectives are being achieved and policies are operating efficiently. The Panel welcomes careful consideration of their recommendations to ensure that scrutiny adds value to Council Services.

The Panel receives performance reports on a quarterly basis to monitor progress against agreed targets. The Panel also receives Revenue Monitoring and Capital Plan reports to scrutinise the Council's financial performance, revenue position and to consider amendments to the Capital Plan agreed by the Cabinet.

During 2017/18 the Panel has:

- reviewed its requirement to scrutinise the Capital Plan Amendment Report and agreed with the Scrutiny Management Board to remove this item from its Work Programme. As the report is usually considered by the Cabinet very shortly after it has been considered by the Panel and that any discussion or recommendations could not be submitted to the Cabinet to support its decision making, the Panel considered its scrutiny of the report did not add value and in addition other Committees, in particular the Overview Scrutiny Group, could choose to scrutinise this report if they wished to do so.
- considered the future operation of the Panel and how it could improve its scrutiny of the Council's performance. Several options were considered and it was resolved that the quarterly Performance Monitoring reports would be submitted to the Panel for its consideration within eight weeks after the end of each quarter, starting from the next Council year. It was also agreed with the Scrutiny Management Board that the Panel consider and monitor the performance of major policies approximately half way through the periods they relate to, and raise any issues or concerns with the Board as required.
- scrutinised the following issues, and where appropriate, requested further information to support its scrutiny:
 - Housing Repairs Complaints
 - Housing Rent Arrears – internal mechanisms
 - Council tax arrears
 - Car parking Impact Assessment study
 - Online Customer Service
 - Impact of Anti-Social Behaviour on Council Tenants
 - Delivery of Climate Local Plan
 - Vacant Posts and the use of Agency Staff – Planning Service
 - Supporting Leicestershire Families
 - Progress report on the Delivery of the Children and Young People's Strategy and Action Plan
 - Utilising Section 106 Funds
 - Tenancy Support
 - Enforcement policy and performance
 - Variance between the original budget and outturn position of the Refurbishment of Riversdale court, Birstall.

Councillor Hilary Fryer, Chair of the Performance Scrutiny Panel

To access the agendas, minutes and sound recordings for the Panel, click [here](#).

Scrutiny Panels

“Task and Finish” panels enable councillors to engage in thorough investigation of specific issues of importance to the Council and the services it provides.

Scrutiny continues to consider whether issues require scrutiny via the “task and finish” approach of a panel, however those might first be identified, and will establish such panels moving forward where it is considered value can be added by such an approach. It is sometimes the case that potential topics put forward for a scrutiny panel are better resolved by other means or it is decided that a different approach is required, such that establishing a scrutiny panel is deemed not to be appropriate.

Five Year Housing Supply Scrutiny Panel

In 2017/18, a new scrutiny panel has been established to consider the Council’s Five Year Housing Supply, with the aim of that panel completing its work in time to report to the Scrutiny Management Board in Autumn 2018. Scrutiny of the matter should enable a better understanding of the obstacles in place, with a view to identifying areas for improvement on an issue of particular importance to the Council and the residents of the Borough.



The Value of Scrutiny Panels

By focusing on a particular topic where scrutiny considers value can be added, scrutiny panels are able to gather evidence from a number of sources, including officers, customers and other people directly affected by the issue, as well as experts from outside the Council. In addition to enabling comprehensive consideration of the matter, a Panel can provide the opportunity for the public to influence the policy-making process and assist the Panel in developing its recommendations.

Looking Ahead

The overview and scrutiny function is a fundamental part of the Council's committee structure and in many ways plays a key role in assisting the Cabinet.

The Scrutiny Management Board is always seeking ways to improve scrutiny and commissioned the Centre for Public Scrutiny (CfPS) to consider the effectiveness and impact of the current approach to overview and scrutiny.



The report and findings were published early March 2018 and an implementation plan will be produced to deliver on the areas for improvement and ensure scrutiny works to the four guiding principles of effective scrutiny.



Those principles are:

- To provide a “critical friend” challenge to executive policy makers and decision makers
- To enable the voice of and concerns of the public and its community to be heard
- To be independent minded governors that lead and own the scrutiny process
- To drive improvement in public services.

In considering the CfPS report, it was encouraging to read that members are more engaged in the scrutiny process compared to many other councils and that the scrutiny function, in terms of structure, is well-established and well supported by a dedicated team of officers with a strong mix of experience and skills. The report identified that the foundations are in place for the Council to raise its game in terms of impact. The implementation plan will draw out the areas for improvement identified and link to the findings from the Department for Communities and Local Government Parliamentary Select Committee inquiry into local authority overview and scrutiny committees.

In the coming year members will be offered training on effective questioning and listening skills which is vitally important for effective scrutiny. Likewise members will be offered training on how to use scrutiny effectively and how it can be focussed on the most appropriate and important topics.

Overall, there is a lot of scrutiny activity planned over the coming year; with a packed scrutiny work programme (attached as an appendix to this report) and a new scrutiny panel to consider the Council's Five Year Housing Supply.

Membership of the Scrutiny Management Board



Cllr Jewel Miah

Chair of the Scrutiny Management Board



Cllr Geoff Parsons

Vice-chair of the Scrutiny Management Board



Cllr Deborah Taylor

Chair of the Overview Scrutiny Group



Cllr Brenda Seaton

Chair of the Policy Scrutiny Group



Cllr Hilary Fryer

Chair of the Performance Scrutiny Panel



Cllr Bill Bebbington

Vice-chair of the Overview Scrutiny Group



Cllr Keith Harris

Vice-chair of the Policy Scrutiny Group



Cllr Mark Lowe

Vice-chair of the Performance Scrutiny Panel

More Information?

If you would like to suggest a topic for scrutiny to look into, would like more information about scrutiny, or need this information in a different format, for example large print, audio or braille, please contact:

Democratic Services
Telephone: 01509 634785
Email: democracy@charnwood.gov.uk



Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Budget Scrutiny Panel	Meeting #1 June 2018	Final outturn for the previous financial year: <ul style="list-style-type: none"> • Revenue • Capital • Housing Revenue Account Explanation of approaches used to construct the MTFS and budget.		Part of process for effective scrutiny of Council's budget. For context purposes.	C. Hodgson/ S. Jackson	Subject to SMB agreeing the process for scrutiny of 2019/20 budget.
Budget Scrutiny Panel	Meeting #2 October 2018	Draft Medium Term Financial Strategy Feedback from L'boro councillors on the Special Expense area	MTFS - review of underlying assumptions and the implications of the calculations for efficiency plans and future budgets. Feedback following informal consultation meeting with Loughborough councillors in September (separate to budget scrutiny process).	Part of process for effective scrutiny of Council's budget.	Leader/ Lead Member/ C. Hodgson / S. Jackson	Subject to SMB agreeing the process for scrutiny of 2019/20 budget.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Budget Scrutiny Panel	Meeting #3 December 2018	Draft General Fund and HRA Budgets (and Capital Plan if appropriate)	Scrutiny of the draft budgets and identification of any areas of concern.	Part of process for effective scrutiny of Council's budget.	Leader/ Lead Member/ C. Hodgson / S. Jackson	Subject to SMB agreeing the process for scrutiny of 2019/20 budget. Heads of Service to be invited based on areas of concern.
Budget Scrutiny Panel	Meeting #4 January 2019	Draft General Fund and HRA Budgets (and Capital Plan if appropriate)	Scrutiny of these for feedback to Cabinet (via SMB) as part of the budget setting process.	Part of process for effective scrutiny of Council's budget.	Leader/ Lead Member/ C. Hodgson / S. Jackson / Additional invitees as agreed at Dec meeting	Subject to SMB agreeing the process for scrutiny of 2019/20 budget. Panel to be informed at this meeting which suggestions by Loughborough councillors have been included in draft budget (if any). <u>Note:</u> Capital Plan part of process for budget scrutiny in 2018/19 (every two years).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Overview Scrutiny Group	09 April 2018 (standing item)	OSG Pre-decision scrutiny – Cabinet Response	A report of Cabinet, setting out the response of Cabinet to recommendations by the Overview Scrutiny Group on pre-decision scrutiny items.		N. Ansari (report) Lead Officer (meeting)	
Overview Scrutiny Group	09 April 2018 (standing item)	Work Programme	To agree and schedule items to be considered at future meetings.	To allow the Group to identify items, including the scrutiny of forthcoming Key Decisions, pre-decision scrutiny and the scrutiny of external public service providers and partners.	N. Ansari (report) Lead Officer (meeting)	
Overview Scrutiny Group	09 April 2018 (standing item)	Cabinet items for pre-decision scrutiny			To be confirmed	Items may be determined by the Chair and Vice-chair in consultation with the Democratic Services Manager. Further items may also be added following publication of the Cabinet agenda.
Overview Scrutiny Group	09 April 2018	Asset Management Strategy 2018/19 – 2022/23		Cabinet Report for Pre-decision Scrutiny.	C. Hodgson	Agreed by SMB at its meeting on 24 January 2018 (min 35.6).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Overview Scrutiny Group	09 April 2018	Loughborough Town Centre Masterplan		Cabinet Report for Pre-decision Scrutiny	R. Bennett	Agreed by OSG at its meeting on 12th March 2018.
Overview Scrutiny Group	09 April 2018	Digital Programme Investment Plan		Cabinet Report for Pre-decision Scrutiny	S. Jackson	Agreed by OSG at its meeting on 12th March 2018.
Overview Scrutiny Group	As required	Capital Plan Amendment Reports		Cabinet Report for Pre-decision Scrutiny.	C. Hodgson	Agreed by OSG at its meeting on 13th November 2017, with the item to be included when the Chair and Vice-chair identify that there are particular issues that require scrutiny in that quarter's report.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
<p>Note: Over the next 12 months, meetings of the Overview Scrutiny Group will be held as follows:</p> <p>9th April 2018 8th May 2018 June 2018 July 2018 August 2018 September 2018 October 2018 November 2018 December 2018 January 2019 February 2019 March 2019</p>						

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	16 April 2018 (standing item)	Work Programme	To consider items for future meetings	To allow the Group to identify items for which scrutiny is required and make recommendations, as appropriate, to Scrutiny Management Board.	N. Conway/ A. Ward	
Performance Scrutiny Panel	16 April 2018 (Six-monthly item)	Council Tax and Housing Rent Arrears – Internal Mechanisms	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.	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 Tax 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	P. Oliver/ K. Barnshaw	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.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	16 April 2018 (annual item)	Performance Information (Quarter 3 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	<p>Quarterly Report considered at the same time annually.</p> <p>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).</p> <p>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.</p>
Performance Scrutiny Panel	16 April 2018	Consideration and Monitoring of the Performance of Major Policies	Schedule individual policies approximately half way through the periods they relate to, and raise any issues or concerns with the Board as required.	To improve the Panel's scrutiny of the performance of the Council and to fulfil its functions,, and to identify areas where performance of policies might be improved		<p>Agreed by SMB 24 January 2018 (min 35.2).</p> <p>Agreed at its meeting on 14 February 2018 that individual policies be scheduled for monitoring from a list submitted at its meeting on 16 April 2018.</p>

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	July 2018 (annual item)	Performance Information (Quarter 4 Report – Year End)	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	July 2018 (annual item)	Capital Monitoring including Outturn (Quarterly Report)	Monitoring of position with the Council's Capital Plan.	To ensure changes to the Council's Capital Plan and its financing are appropriate	Cllr. Barkley (Lead Member Finance & Property Services) / C. Hodgson	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	July 2018 (annual item)	Revenue Monitoring (General Fund and HRA) Outturn	Monitoring of Council's revenue position.	To ensure the Council's revenue position is satisfactory	C. Hodgson	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	July 2018 (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.	S. Jackson / Project Board member (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.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	July 2018 (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	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	July 2018	Progress against actions in the Housing Strategy	To scrutinise progress against the actions in the Housing Strategy.	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.	A. Simmons	Added by SMB 25 October 2017, see min 26.1. Scheduled by the Panel on 12 December 2017.
Performance Scrutiny Panel	July 2018	Empty Homes Strategy - Monitoring of Action Plan	Monitoring the action plan associated with the Empty Homes Strategy.	To enable monitoring of the action plan to take place.	A. Simmons	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. Agreed in consultation with the Chair and Vice-chair to be deferred from 14 February 2018 meeting and be rescheduled to coincide with annual strategy review in July 2018

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	August 2018 (Period 3 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To ensure the Council's revenue position is satisfactory.	C. Hodgson	Re-scheduled by PSP 14 February to its August meeting to correlate with Council's budget monitoring schedule, (see minute 49.4)
Performance Scrutiny Panel	October 2018 (annual item)	Performance Information (Quarter 1 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	October 2018 (annual item)	Climate Local Action Plan	Monitoring of the Climate Change Strategy Action Plan	Monitoring of progress on Action Plan.	M. French / D. Pendle	Yearly update on Plan.
Performance Scrutiny Panel	October 2018 (Six-monthly item)	Council Tax and Housing Rent Arrears – Internal Mechanisms	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.	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 Tax 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	P. Oliver/ K. Barnshaw	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.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	December 2018 (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	December 2018 (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. 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	December 2018 (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	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.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	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.	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	February 2019 (Regular Item)	Supporting Leicester-shire 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.	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	February 2019 (Period 9 - 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. 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)

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	Tbc	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.		Recommended to SMB to be added to the PSP work programme at its meeting on 14 February 2018.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Policy Scrutiny Group	24 April 2018 (standing item at every meeting)	Work Programme	To consider items for future meetings	To allow the Group to identify items for which scrutiny is required and make recommendations, as appropriate, to Scrutiny Management Board.	M. Hopkins (agenda) Lead Officer (meeting)	To include consideration of the latest Key and Exempt Decisions Notice (See SMB, min 38.2, 2015/16).
Policy Scrutiny Group	24 April 2018 (standing item at every meeting)	Progress With Panel Work	To consider updates on the work of scrutiny panels.	Section 6.1 of the Council's Constitution states that Policy Scrutiny Group will monitor the progress and methods of scrutiny panels against the work programme and timetable agreed by Scrutiny Management Board.	M. Hopkins (agenda) Lead Officer (meeting)	
Policy Scrutiny Group	24 April 2018 (six-monthly item)	Performance Scrutiny Panel Update	The six monthly update report to include details of issues, changes and challenges faced by the Panel	Agreed by PSG on 17 August 2010 that the Performance Scrutiny Panel reports the position with its work programme to PSG every six months.	A. Ward/ S. Kinder/ Councillor Fryer	See PSP 31 March 2015 min 34, Retaining Momentum for Benchmarking in 2015/16. Last considered 11 July 2017. Rescheduled by Chair and Vice-chair on 16 January 2018
Policy Scrutiny Group	24 April 2018	Review the Council's current policies and procedures in relation to its methods of conducting surveys and consultation	To enable the Group to compare the methods and results of the 2017 residents' survey with those of the 2015 survey.	To review the policies and procedures, and ensure that they are robust and allow maximum participation by residents.	A. Ward	Agreed by SMB on 29 March 2017 (min 41.1). Communications Strategy element added by PSG on 25 April 2017 (min 50.3) and considered 11 July 2017 (min 6). Rescheduled by Chair and Vice-chair on 16 January 2018.

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Policy Scrutiny Group	24 April 2018	Single Local Plan	<p>To enable the Group to scrutinise the development of the Single Local Plan and in particular the effectiveness of the initial consultation and how the results would be used in the next stage of the process.</p> <p>To include update on the development of the next Local Development Scheme.</p>	To ensure appropriate scrutiny of the development of the Local Plan.	R. Bennett/ D. Pendle	<p>Agreed by SMB 15 June 2016.</p> <p>Last considered by the Group on 26 September 2017 at which the focus for further scrutiny was agreed (min 18).</p> <p>Update on Local Development Scheme added at request of the Chair, October 2017.</p>
Policy Scrutiny Group	24 April 2018	Council Policies and Strategies	To consider a list of Council policies and strategies.	To enable the Group to identify opportunities for scrutiny to add value by having input at the formulation stage of Council policies and strategies.	Dem. Services Manager	<p>Agreed by SMB 29 January 2014.</p> <p>Last considered and scheduled by the Group on 25 April 2017.</p>
Policy Scrutiny Group	To be scheduled	Tenancy Strategy and Policy		To scrutinise a new or revised policy in a timely fashion.	A. Simmons	Agreed by SMB on 29 March 2017 (min 41.2).
Policy Scrutiny Group	To be scheduled	Houses in Multiple Occupation Accreditation Scheme		To scrutinise a new or revised policy in a timely fashion.	A. Simmons	Agreed by SMB on 29 March 2017 (min 41.2).
Policy Scrutiny Group	To be scheduled	Houses in Multiple Occupation Licensing Policy		To scrutinise a new or revised policy in a timely fashion.	A. Simmons	Agreed by SMB on 29 March 2017 (min 41.2).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Policy Scrutiny Group	To be scheduled	Asset Management Strategy 2018/19 to 2022/23		To scrutinise a new or revised Strategy in a timely fashion.	TBC	Agreed by SMB on 25 October 2017 (min 26.3).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	28 March 2018 (standing item at every meeting)	Scrutiny Work Programme and Actions Following Cabinet Consideration of Scrutiny Reports	Various requests from scrutiny bodies. Monitoring of actions taken following Cabinet consideration of scrutiny recommendations.	To enable the Board to determine the Scrutiny Work Programme.	L. Strong (agenda) Lead Officer (meeting)	
Scrutiny Management Board	28 March 2018 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six monthly basis, in the form of a briefing given by the Lead Member for Community Safety, in order to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored	To ensure effective scrutiny of the work of the Community Safety Partnership.	Cllr. Morgan (Lead Member for Community Cohesion) / C. Traill / J. Robinson / T. McCabe	SMB agreed 29 March 2017 that future reports include information on all beats in Charnwood (min 36.2).
Scrutiny Management Board	28 March 2018 (annual item)	Draft Annual Scrutiny Report 2017-18	To report on the activities of Scrutiny and look forward to the forthcoming year.	To agree on the content of a report to Council on the workings of scrutiny over the past year.	Dem. Services Manager	

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	28 March 2018 (annual item)	Budget Scrutiny Processes	To review the Budget Scrutiny Panel processes.	To enable the Board to consider if and how the processes could be improved to facilitate effective scrutiny of the Council's budget for 2019/20.	S. Jackson	Agreed by SMB 23 April 2014 (see min 60).
Scrutiny Management Board	March or April 2018 <i>Additional meeting, date TBC</i>	Topics for Scrutiny in 2018/19 Council Year	To identify and plan potential topics for scrutiny in the forthcoming year.	To enable the Board to undertake its role in setting the work of scrutiny more effectively, and in a more forward thinking and planned way. That process would be assisted by the Leader (and other Cabinet Lead Members should the Leader wish them to attend) informing the Board of the Executive's priorities for 2018/19, although topics for scrutiny remained a matter for the Board to decide.	G. Parker/ Leader/ Dem. Services Manager	Agreed by SMB 25 October 2017 (see min 26.8). Leader, together with, at the Leader's discretion, other members of the Cabinet, to be invited to attend to assist the Board.
Scrutiny Management Board	June 2018	Revenues and Benefits Contract		To consider delivery of services from 2020 at a timely stage. Current outsourcing contract with Capita for initial period of 10 years effective from 01 February 2010 (with option to extend for additional 5 years).	S. Jackson	Originally agreed by SMB 04 December 2013. Subsequently agreed by SMB on 29 January 2014 that matter be considered following the 2015 General Election. Timetable of Critical Dates in the Contracting Process considered by SMB on 28 October 2015, with update on that considered 29 March 2017 (min 40).

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	June 2018	Decent Homes Contract Scrutiny Panel – Further Update Report	To provide an update in respect of Cabinet decision 7 taken by the Cabinet on 18 February 2016.	As at 25 October 2017, Cabinet decision 7 was the only decision not yet marked as complete. The Board considered it would be useful to be informed in due course what had been experienced in the remaining months of the current contract and whether the risk (retention of staff by the current contractor) had transpired.	Dem. Services Manager/ P. Oliver	6 month Update considered 26 October 2016. Cabinet decisions 1-6, implementation complete. Further update on Cabinet decisions 7-12 considered 25 October 2017. Cabinet decisions 8-12, implementation complete. Further update on Cabinet decision 7 to be considered June 2018.
Scrutiny Management Board	August 2018 (six-monthly item)	Community Safety Partnership	To review the work of the Community Safety Partnership on a six monthly basis, in the form of a briefing given by the Lead Member for Community Safety, in order to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored	To ensure effective scrutiny of the work of the Community Safety Partnership.	Cllr. Morgan (Lead Member for Community Cohesion) / C. Traill / J. Robinson / T. McCabe	See 12 September 2012, 27 March 2013 and 6 August 2014 minutes for requirements of report. SMB agreed 29 March 2017 that future reports include information on all beats in Charnwood (min 36.2).
Scrutiny Management Board	August 2018 (annual item)	The Corporate Plan – Annual Report	To review delivery of the Corporate Plan.	To review how effectively the Council, both corporately and through individual services was delivering the themes set out in the Plan.	Relevant Cabinet Lead Members & Heads of Service A. Ward & H. Gretton	

Scrutiny Work Programme

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Management Board	January 2019	Budget Scrutiny Panel	To consider the findings and recommendations of the Budget Scrutiny Panel		BSP Chair	Scheduled on the assumption that the same budget process is followed as in previous years.
Scrutiny Management Board	To be scheduled	Partnership Arrangements	To review the current effectiveness of partnership working and how this impacts on the delivery of the Corporate Plan and Sustainable Community Strategy	<ol style="list-style-type: none"> 1. To discover from partners (e.g. parish councils and the LSP) their satisfaction with the Council and partnership working arrangements. 2. To ensure that the infrastructure to support partnership working is in place. 	TBC	Originally agreed at SMB 23 May 2012 to programme this item at its July 2012 meeting. Scheduling was then deferred to be considered following the Empowering Communities Panel report. 14 August 2013 SMB agreed to defer consideration again – revisit January 2014.

Scrutiny Work Programme

Scrutiny Panels

Due to officer capacity there is an agreement that no more than four scrutiny panels should be convened during any given period. Currently, there is one established scrutiny panel.

Name of Panel	Meeting Number and Date	Review Title	Evidence and information considered / to be considered	Attendees / Officers	Progress / Notes / Action Requested
Five Year Housing Supply Scrutiny Panel	Meeting #1 20 th March 2018	Five Year Housing Supply	Background information relating to the current situation of the five year housing supply. Confirm witnesses for meetings.	R. Bennett/ D. Pendle	Established by SMB 24 Jan 18 (Min 35.5)
Five Year Housing Supply Scrutiny Panel	Meeting #2 18 th April 2018		Developers to be interviewed by the Panel to provide their view of the situation.	External attendees	
Five Year Housing Supply Scrutiny Panel	Meeting #3 9 th May 2018		Planning officers to be interviewed by the Panel to provide their view and response to the developer's comments.	R. Bennett, D. Pendle	
Five Year Housing Supply Scrutiny Panel	Meeting #4 6 th June 2018		Best practise examples from neighbouring authorities and experts in the sector.	External attendees	
Five Year Housing Supply Scrutiny Panel	Meeting #5 4 th July 2018		Additional evidence gathering session.	External attendees	

Scrutiny Work Programme

Name of Panel	Meeting Number and Date	Review Title	Evidence and information considered / to be considered	Attendees / Officers	Progress / Notes / Action Requested
Five Year Housing Supply Scrutiny Panel	Meeting #6 September 2018		Review of the evidence, building conclusions and recommendations.		
Five Year Housing Supply Scrutiny Panel	Meeting #7 October 2018		Draft report submitted and final report agreed.		