

		AGENDA ITEM 7
		ES/013/11
Committee:	Executive Scrutiny Committee	
Date:	15 February 2011	
<u>FORWARD LOOK</u>		
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Purpose of Report

The purpose of this report is to set out the Committee's latest work programme for its consideration.

**Executive Scrutiny Committee:
Review Schedule 2010/2011 (provisional)**

Meeting	Topic	Approach	Current status
2011			
Ongoing throughout 2011	Transformation Programme (ES-SCR-003)	The full Committee are undertaking the scrutiny review.	<p>This Forward Look document sets out the proposed timetable for consideration of further topics as part of the ongoing review into the Transformation Programme. A background report setting out the evidence taken to date was last presented and agreed at the 30 November meeting (minute 74):</p> <p>At the 22 March meeting:</p> <ul style="list-style-type: none"> • A scoping document setting out the suggested focus for further review of the Shared Services initiative was agreed by the Committee on 30 November (minute 74). At its meeting on 13 December, the Audit Committee received and referred 'Transformation Programme Review' a report by the Audit Commission to the Executive Scrutiny Committee. It is anticipated that the Executive Scrutiny Committee will review both Shared Services scoping document and Audit Commission report to agree on the next steps for this element of the Transformation Programme Scrutiny review. • A report from the Task and Finish Group convened to consider the governance and risk management arrangements of the Transformation Programme will be presented for consideration. • A report detailing the work

			<p>being undertaken by other Policy and Scrutiny Committees in relation to the Transformation Programme will be presented.</p> <ul style="list-style-type: none"> Andy Fairchild, Director of Customer Services, will be invited to return to this meeting to provide an update on the information requested by the Committee at his last attendance on 26 October. A scoping document setting out the suggested focus for this topic was agreed by the Committee on 30 November (minute 74). <p>At the 26 April meeting:</p> <ul style="list-style-type: none"> It is envisaged that an update on confirmed savings made for 2010/11 and anticipated savings for 2011/12 will be given at this meeting. The Council's Information Services and Facilities and Asset Management Services are currently being reviewed. It is anticipated that the Committee will consider the outcomes of these reviews and the impact on customers at this meeting. A scoping document setting out the suggested focus for this topic was agreed by the Committee on 30 November (minute 74).
Proposed topics for future Scrutiny Review			
	Partnerships (ES-SCR-002)	Full Committee to undertake scrutiny	A draft scoping document was agreed at the 27 October 2009 meeting. It is envisaged that some of this work will be picked up as part of the scrutiny review

		review.	<p>into the Transformation Programme. The scoping document will be updated to include the following topics:</p> <ul style="list-style-type: none"> • Local Enterprise Partnerships • Leaders Board • Local Strategic Partnerships • Essex Management Board
	<p>Customer Satisfaction, Complaints and Public Relations</p> <p>This topic, previously named Public Satisfaction Surveys, has been amalgamated with Complaints and Public Relations.</p>		<p>The Central Services Policy and Scrutiny Committee heard from Duncan Wood, Head of Public Engagement at their 21 December meeting. Richard Puleston, Assistant Chief Executive, Community, Planning and Regeneration, attended the 15 February meeting to provide the Committee with further information about the strategies the Council has in place to address the percentage of satisfied residents.</p> <p>The Executive Scrutiny Committee will continue the work already carried out into this topic and will focus on the following themes:</p> <ul style="list-style-type: none"> • How the satisfaction of customers with the services the Council provides is measured • The data gathering tools used by the Council and its partners • How the Council engages hard to reach groups • Internal/External complaints • Timescales and processes for dealing with complaints • Complaints considered by the s151 officer • Internal/External

			<p>communications</p> <ul style="list-style-type: none"> • The overall corporate impact of Public Satisfaction Surveys on the Council
	Member support, development and effectiveness		<p>The Executive Scrutiny Committee will take this topic forward in the future, with the main areas of focus as:</p> <ul style="list-style-type: none"> • Member development Charter • Member effectiveness • Support for Members • Information and communication for and with Members
	<p>Coroners Service and Essex Legal Services</p> <p>These topics have been amalgamated.</p>		<p>The Central Services Policy and Scrutiny Committee received a presentation from Alex Hallam at the 19 October 2009 meeting about the Coroners Service.</p> <p>The Executive Scrutiny Committee will take this topic forward in the future.</p>
	Performance Management		<p>The Executive Scrutiny Committee takes an overview of the performance scorecard and referrals to other Policy and Scrutiny Committees. This future review will consider:</p> <ul style="list-style-type: none"> • Do the current arrangements drive performance improvement • How do other bodies consider their performance, such as other Local Authorities, NHS, public sector partners (SERCO) and private sector companies (Tesco) • The contents of performance reports that are considered by the Committee, and their continuing relevance

			<ul style="list-style-type: none"> How the EssexWorks pledges are measured
	Human Resources		<p>The Central Services Policy and Scrutiny Committee considered the Essex People Strategy at the September 2009 meeting.</p> <p>The Executive Scrutiny Committee will take this topic forward in the future, along with consideration of the staff survey results and collection methods.</p>
Standing Items			
	Policy and Scrutiny Committee Scorecard Referrals	To review the periodic referrals from the EssexWorks Corporate Plan and LAA Scorecards.	<p>Referrals are considered by the Committee at the next appropriate meeting.</p> <p>The last report the Committee received of this nature was on 25 January 2011. It is anticipated that the next report will be presented at the 26 April 2011 meeting.</p>
	Quarterly Budget Reports	The Committee will receive quarterly financial reviews.	The last report the Committee received of this nature was the 2010/11 Financial Review as at the Half Year Stage at its meeting on 26 October 2010. The Third Quarter Financial Review 2010/11 will be presented at the 15 February 2011 meeting.
Completed Scrutiny Reviews by the Executive Scrutiny Committee			
7 September 2010	Risk Management and contracting arrangements	The full Committee undertook the review.	The final report agreed at the 30 November 2010 meeting. The recommendations made in the report will be monitored by the Committee in May 2011.
25 January 2011	Capita Resourcing		The final report prepared by a Task and Finish Group convened from the Central Services Policy and Scrutiny

			Committee was presented for consideration on 25 January 2011, where monitoring of the progress made against the recommendations will take place. The Committee will agree if further consideration of the recommendations is required in the future.
25 January 2011	Absence Management (ES-SCR-001)	The full Committee will review the statistical information and final report from the Community Wellbeing and Older Persons Policy and Scrutiny Committee	The Community Wellbeing and Older Persons Policy and Scrutiny Committee are undertaking a review into Absence Management for the relevant Directorate. The Executive Scrutiny Committee agreed to await the outcome of this scrutiny before continuing with their review. The final scrutiny review report was agreed at the Community Wellbeing and Older Persons Policy and Scrutiny Committee on 9 December. A copy of this report was presented at the 25 January 2011 meeting of the Executive Scrutiny Committee, along with absence figures for all service areas. The Committee agreed (25 January, minute 6) that the topic would be referred to the Scrutiny Board, with a view to discussing each Policy and Scrutiny Committee reviewing their respective directorate absence statistics.
25 January 2011	Facilities Management Overspend	The full Committee will review the summary report	At its 30 November meeting the Committee requested further information about the Facilities Management Service overspend detailed in the Financial Review as at the Half-Year stage 2010/11. A summary report containing details of the overspend was presented at the 25 January meeting.