

		AGENDA ITEM 6
		CS/09/10
Committee:	Central Services Policy & Scrutiny Committee	
Date:	15 March 2010	
<u>FORWARD LOOK</u>		
Enquiries to:	Hannah Cleary, Governance Officer 01245 430526 hannah.cleary@essex.gov.uk	

### **Purpose of Report**

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

---

**Central Services Policy & Scrutiny Committee:  
Review Schedule 2009/2010 (provisional)**

(SD refers to the scoping document reference for the item)

Meeting	Topic	Approach	Current status
<b>2010</b>			
15 March	Essex Registration Service (CS-SCR-001)	The Full Committee undertook a scrutiny review into this topic in late 2009.	Scrutiny Report will be considered by the Committee at their 15 March meeting.
15 March	Capita Resourcing (CS-SCR-002)	<p>The interim report by the Task and Finish Group established to scrutinise this topic was considered by the Committee at their December 2009 meeting.</p> <p>A further evidence session took place on 15 January to hear from recently recruited employees and hiring managers.</p> <p>A meeting with Keir Lynch will be taking place on 26 February, with a further evidence session to be arranged to finalise the evidence needed for the final report.</p>	An update on the progress on this topic will be given at the February and March meetings, with the final report to be considered and approved at the April meeting.
15 March	Management of the BT Contract (CS-SCR-005)	<p>Mark Briggs will be in attendance to provide Members with a progress report on the Information Services server transfer and business continuity of the IT services.</p> <p>The full scrutiny review of Information Services has been</p>	<p>A Task and Finish Group has been established that will start work in Spring 2010.</p> <p>Suggested areas of focus are:</p> <ul style="list-style-type: none"> <li>• Planning</li> </ul>

		placed on hold until after February 2010; by which date it will be necessary that the Council has fully integrated all IT services back in house.	<ul style="list-style-type: none"> <li>• Transition</li> <li>• Management</li> </ul> <p>Mark Briggs will be in attendance at the 15 March meeting to provide an update and answer Member's questions.</p>
19 April	Coroners Service (CS-SCR-007)	<p>The Committee received a presentation from Alex Hallam, Deputy County Solicitor at the 19 October meeting regarding the Coroners Service.</p> <p>It is proposed that the Committee undertake a scrutiny review into the Coroners Service.</p>	Scoping document and background paper to be drafted and presented for approval at the April meeting.
19 April	Asset Management (CS-SCR-006)	The Committee heard from Roger Moore, Head of Estates, Valuation and Property Strategy at the 21 December meeting. Roger returned to give a presentation to the Committee on 15 February to provide the information requested by Members around the Council's property portfolio.	Report of the Committee's findings to be considered at the 19 April meeting.
19 April	Performance Indicator on Overall Satisfaction (CS-SCR-008)	The Committee heard from Duncan Wood, Head of Public Engagement at the 21 December meeting. Richard Puleston, Assistant Chief Executive, Community, Planning and Regeneration, attend 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>The Committee agreed to convene a Task and Finish Group to undertake work into the surveys the Council uses.</p> <p>A scoping document and background paper will be brought for approval at the 19 April meeting.</p>

Standing Items			
	Policy and Scrutiny Committee Scorecard Referrals	To review the periodic referrals from the EssexWorks Corporate Plan and LAA Scorecards.	Referrals were considered by the Committee at their October and December 2009 meetings.
Proposed topics for future Scrutiny Review			
	Complaints	<ul style="list-style-type: none"> <li>• Internal/external complaints</li> <li>• Timescales and processes for dealing with complaints</li> <li>• Complaints considered by the s151 officer</li> </ul>	
	Internal Communications	<ul style="list-style-type: none"> <li>• Follow up from commissioned report</li> </ul>	
	Blue Badge Scheme	<ul style="list-style-type: none"> <li>• The public's access to information</li> <li>• Applications and receipt deadlines</li> </ul>	
	Public Relations	<ul style="list-style-type: none"> <li>• Links with District and Partner Organisations</li> </ul>	
	Member Support and Information	<ul style="list-style-type: none"> <li>• Planning and delivery</li> <li>• Effectiveness</li> <li>• Member Development Charter</li> </ul>	
	Legal/Professional Services	<ul style="list-style-type: none"> <li>• Links with Partner organisations</li> </ul>	
	Performance	<ul style="list-style-type: none"> <li>• How the Council manages key</li> </ul>	

	Management	performance indicators	
	Human Resources and Customer Excellence	<ul style="list-style-type: none"> <li>• Follow up from the Committee's work on the Essex People Strategy</li> <li>• Have concerns raised about the anonymity of the staff survey been rectified.</li> </ul>	
	Essex Partnerships	<ul style="list-style-type: none"> <li>• Links between Essex Partnerships and LAAs</li> <li>• Effectiveness</li> </ul>	
	Trading Standards-progress on tackling illegal money lending	<ul style="list-style-type: none"> <li>• Follow up from an initiative on illegal money lending that was first presented at Cabinet in 2007</li> </ul>	
	Facilities Management	<ul style="list-style-type: none"> <li>• Services provided by the Facilities Management Team</li> </ul>	
<b>Completed Scrutiny Reviews</b>			
January-February 2010	Essex Strategy Refresh  (CS-SCR-003)	The Committee undertook a scrutiny review into the process for refreshing the Essex Strategy at their meeting on 25 January 2010.	The final report was agreed by the Committee at its February 2010 meeting.