

		AGENDA ITEM 7
		ES/24/10
Committee:	Executive Scrutiny Committee	
Date:	27 July 2010	
<u>FORWARD LOOK</u>		
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Purpose of Report

The Committee are invited to consider the two Forward Looks contained within this report.

The first sets out the work of the Executive Scrutiny Committee; the second is that of the Central Services Policy and Scrutiny Committee.

It was agreed at the last meeting that the Vice-Chairmen would consider the topics from the Central Services Forward Look, in order to consider those that would be taken forward by the Executive Scrutiny Committee. This meeting has yet to be arranged although it will be taking place shortly, in time to report back to the 7 September meeting of the Executive Scrutiny Committee.

**Executive Scrutiny Committee:
Review Schedule 2009/2010 (provisional)**

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

Meeting	Topic	Approach	Current status
2010			
	Absence Management (ES-SCR-001)	Full Committee to undertake scrutiny review.	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 has agreed to await the outcome of this scrutiny before continuing with their review.
	Partnerships (ES-SCR-002)	Full Committee to undertake scrutiny review.	The 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 into the Transformation Programme.
	Transformation Programme (ES-SCR-003)	Full Committee to undertake scrutiny review.	<p>Councillor Candy and Nick Bell attended the 23 February meeting to discuss the scope and terms of reference for this future scrutiny review.</p> <p>The scoping document for the review was agreed by the Committee at their 23 March meeting.</p> <p>An information pack by Alex Corbett, Head of Transformation Intelligence was presented at the 27 April meeting and Councillor Finch, Cabinet Member for Finance and the Transformation Programme and Keir Lynch, Director of People and Transformation were in attendance.</p> <p>At the 29 June meeting, Graham Tombs, Executive Director of</p>

			<p>Commercial Services and Ricky Fuller, Assistant Director, Corporate, Commercial and Property Group will be in attendance to give a presentation on the development of shared services.</p> <p>Andy Fairchild, Director of Customer Services will also be in attendance to give a presentation about future customer interface arrangements.</p> <p>The Committee considered report ES/20/10 – a scoping document for a Task and Finish Group to consider the Governance, Communications and Contractual Partner elements of the Transformation Programme.</p> <p>Councillors Young and Pummell have volunteered to become members of this Group, with further members to be agreed.</p> <p>At the 7 September meeting:</p> <ul style="list-style-type: none"> • Graham Tombs, Executive Director of Commercial Services will be in attendance to provide the Committee with the ‘appetite survey’ results and provide an update on the progress of the implementation of shared services. • Andy Fairchild, Director of Customer Services will be in attendance to provide an update on the new website. • Should the ‘property strategy’ be ready, as referred to by Councillor Louis at the last meeting, this will also be added as an agenda item.
Standing Items			
	Policy and Scrutiny Committee Scorecard	To review the periodic	Referrals are considered by the Committee at the next appropriate

	Referrals	referrals from the EssexWorks Corporate Plan and LAA Scorecards.	meeting.
	Quarterly Budget Reports	The Committee will receive quarterly financial reviews.	

	CS/14/10
Committee:	Central Services Policy & Scrutiny Committee
Date:	19 April 2010
<u>FORWARD LOOK</u>	
Enquiries to:	Hannah Cleary, Governance Officer 01245 430526 hannah.cleary@essex.gov.uk

This report set out the future work programme of the Central Services Policy and Scrutiny Committee.

**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
2010			
19 April	Public Satisfaction Surveys (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, 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.	The Committee agreed to convene a Task and Finish Group to undertake work into the surveys the Council uses to measure resident satisfaction. A scoping document is submitted for consideration at the 19 April meeting.
21 June	Management of the BT Contract (CS-SCR-005)	Mark Briggs attended the 19 October and 15 March meetings to provide the Committee with an update about the integration of IT services back in house and the successful server migration that took place in February.	A Task and Finish Group will be established to commence work in Summer 2010. Suggested areas of focus are: <ul style="list-style-type: none"> • Planning • Transition • Management A scoping document will be brought to the June meeting.
21 June	Coroners Service (CS-SCR-007)	The Committee received a presentation from Alex Hallam, Deputy County Solicitor at the 19 October meeting regarding	The Committee are invited to discuss how the review will be taken forward in

		the Coroners Service.	the future.
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			
	Estate management	<ul style="list-style-type: none"> • How the Council's estate is managed by the Essex Property and Facilities Team • The services offered by the Essex Property and Facilities Team • How partners are involved in this process • The barriers to sharing property and cost 	
	Complaints	<ul style="list-style-type: none"> • Internal/external complaints • Timescales and processes for dealing with complaints • Complaints considered by the s151 officer 	
	Internal Communications	<ul style="list-style-type: none"> • Follow up from commissioned report 	
	Blue Badge Scheme	<ul style="list-style-type: none"> • The public's access to information 	

		<ul style="list-style-type: none"> • Applications and receipt deadlines 	
	Public Relations	<ul style="list-style-type: none"> • Links with District and Partner Organisations 	
	Member Support and Information	<ul style="list-style-type: none"> • Planning and delivery • Effectiveness • Member Development Charter 	
	Legal/Professional Services	<ul style="list-style-type: none"> • Links with Partner organisations 	
	Performance Management	<ul style="list-style-type: none"> • How the Council manages key performance indicators 	
	Human Resources and Customer Excellence	<ul style="list-style-type: none"> • Follow up from the Committee's work on the Essex People Strategy • To follow up on the staff survey collection methods 	
	Essex Partnerships	<ul style="list-style-type: none"> • Links between Essex Partnerships and LAAs • Effectiveness 	
	Trading Standards-progress on tackling illegal money lending	<ul style="list-style-type: none"> • Follow up from an initiative on illegal money lending that was first presented at Cabinet in 2007 	This matter comes under the Terms of Reference of the Economic Development and Environment Policy and Scrutiny Committee.
Completed Scrutiny Reviews			

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.
15 March	Essex Registration Service (CS-SCR-001)	The Full Committee undertook a scrutiny review into this topic in late 2009.	The final report was agreed by the Committee at its March 2010 meeting.
19 April	Capital Receipts-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.
December 2009 – June 2010	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>An evidence session took place on 15 January to hear from recently recruited employees and hiring managers.</p> <p>A further evidence session and meeting with Keir Lynch, Director of People and Transformation took place on 26 February.</p> <p>A final meeting to discuss the Groups findings with the Cabinet Members took place in June 2010.</p>	The final report will now be considered by the Executive Scrutiny Committee.

July 2009	Flood and Water Management Bill Consultation Response	<p>In July 2009, a joint committee was convened which contained Members from the Safer and Stronger, Economic Development and Environment and Central Services Policy & Scrutiny Committees to consider the Councils response to the Flood and Water Management Bill consultation. The joint Committee took evidence from a number of witnesses including the Environment Agency and the Essex Planning Officers Group and made 14 recommendations to the Cabinet Member.</p>	The final report was considered in October 2009.
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