

Report of:	Head of Governance & Corporate Services
Contact Officer:	Judith Aupers
Telephone No:	4411
Key Decision:	No
Report Track:	Customer and Corporate Scrutiny Committee and Council

COUNCIL
30 AUGUST 2017
CUSTOMERS & CORPORATE SCRUTINY COMMITTEE
ANNUAL REPORT 2016-17

1 Purpose of Report

- 1.1 This report summarises the work undertaken by the Customers & Corporate Scrutiny Committee during the municipal year 2016-17.

2 Recommendations

- 2.1 That the report be noted.

3 Key Issues and Reasons for Recommendation

- 3.1 The report summarises the work undertaken by the Customers & Corporate Scrutiny Committee during the municipal year 2016-17.
- 3.2 The Committee received information on:
- (i) the end of year outturn for the Priority Delivery Plan for 2015-16;
 - (ii) progress reports on the Priority Delivery Plan for 2016-17;
 - (iii) Financial Recovery Plan (FRP) Consultation and Evaluation of the Consultation Process;
 - (iv) LGA Peer Review Feedback; and
 - (v) External Communications Trial Review

- 3.3 As a result of its work, the Committee made recommendations to the Cabinet on the FRP options and the LGA Peer Review,

4 Relationship to Corporate Priorities

- 4.1 The Customers and Corporate Scrutiny Committee was responsible for scrutinising matters relating to the Customers Priority of “Delivering Council services that are customer centred and accessible”.

5 Report Detail

- 5.1 It was agreed in July 2016 by full Council that in future the Scrutiny Committees would produce an annual report for Council on the work undertaken by each of the Committees.

- 5.2 The key role of the Scrutiny Committee was to:

- Hold the executive to account;
- Ensure corporate priorities are met
- Review and develop policies
- scrutinise partners
- consider performance management information

- 5.3 The remit of the Customers & Corporate Scrutiny Committee during 2016-17 included:

- The Customers PDP
- Corporate Issues
- Budget Consultation
- Corporate & Support Services – i.e. Finance, HR, Governance,
- Legal, Technology, Communications, Customer Services (inc. Social Alarms) and Civic Support
- Local Taxation and Benefits

- 5.4 The Committee considered the following items during 2016-17:

27 July 2016

- End of Year Performance Report 2015-16
- Committee’s work programme for 2016-17

13 October 2016

- PDP Q1 2016/17 update
- Financial Recovery Plan Consultation

5 December 2016

- PDP Q2 2016/17 update
- LGA Peer Review Feedback report

27 March 2017

- PDP Q3 2016/17 update
- Evaluation of the FRP Consultation Process – presentation
- External Communications Trial Review – presentation

5.5 The Committee acted as a key consultee on both the FRP process and the LGA Peer Review report. As a result of this work the Committee made:

- 7 recommendations for Cabinet to consider as part of the FRP process; and
- 3 recommendations for Cabinet to consider when responding to the LGA's Peer Review report.

5.6 The Committee had also queried the targets for the customer contact data (including e-payments and telephone payments). Whilst no formal recommendation were made on this issue, officers agreed to review this as part of the work on the Customer Access Strategy.

6 Implications

6.1 **Financial**

None

6.2 **Legal**

None

6.3 **Human Resources**

None

6.4 **Section 17 (Crime Prevention)**

None

6.5 **Human Rights Act**

None

6.6 **Data Protection**

None

6.7 **Risk Management**

None

6.8 **Equality & Diversity**

None

6.9 **Best Value**

None

7 Appendices to the Report

None

Previous Consideration

None

Background Papers

None