

<b>Report of:</b>	<b>Head of Governance &amp; Customer Services</b>
<b>Contact Officer:</b>	<b>Judith Aupers</b>
<b>Telephone No:</b>	<b>4411</b>
<b>Portfolio Leader:</b>	<b>Corporate Improvement</b>
<b>Key Decision:</b>	<b>No</b>
<b>Report Track:</b>	<b>Corporate Scrutiny Committee: 26/06/18 and Council: 25/07/18</b>

**COUNCIL**  
**25 JULY 2018**  
**CUSTOMERS & CORPORATE SCRUTINY COMMITTEE**  
**ANNUAL REPORT 2017-18**

**1 Purpose of Report**

- 1.1 This report summarises the work undertaken by the Customers & Corporate Scrutiny Committee during the municipal year 2017-18.

**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 2017-18.
- 3.2 The Committee received information on:
- (i) the end of year outturn for the Priority Delivery Plan for 2016-17;
  - (ii) progress reports on the Customer & Corporate Priority Delivery Plan for 2017-18;
  - (iii) Review of the Financial Recovery Plan (FRP); and
  - (iv) Review of Individual Electoral Registration and Polling Stations.

- 3.3 As a result of the review of the FRP, the Committee made a recommendation to the Cabinet asking that a letter be written to the Government “seeking compensation for loss of income should development of the former Rugeley Power Station site be delayed by using the site as a base for HS2 building works.”

#### **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 is 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 2017-18 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 2017-18:

##### 21 June 2017

- End of Year PDP performance update 2016/17
- The Committee’s Annual Report 2016/17
- Committee’s work programme for 2017/18

##### 14 November 2017

- PDP Q1 & Q2 2017/18 performance update
- Review of the Financial Recovery Plan (FRP)
- Work programme update

12 March 2018

- PDP Q3 2017/18 update
- Review of Individual Electoral Registration and Polling Stations

5.5 The scope of the review of the FRP is attached at Appendix 1. At the conclusion of the review, the Committee recommended that:

*“Cabinet, at its meeting to be held on 19 April, 2018, be requested to write to the Government seeking compensation for loss of income should development of the former Rugeley Power Station site be delayed by using the site as a base for HS2 building works.”*

The Cabinet has agreed this recommendation.

Members also requested that:

- (i) the option to no longer fund or install Christmas illuminations be reviewed after 12 months to assess its impact on the areas affected; and
- (ii) for future consultations consideration be given to including questions targeted to specific residents/areas where appropriate.

5.6 The scope of the review of Individual Electoral Registration and Polling Stations is attached at Appendix 2 . There were two key points arising from this review:

- (i) Members noted the low national registration rate of 18 to 25 year olds, and queried what the Council was doing to tackle this locally. The Democratic Services & Resilience Manager advised that due to existing workloads and limited resource and Officer capacity, it was difficult to focus on such specific matters but the Council follows the Electoral Commission guidance and links into their campaigns for promoting voter registration.
- (ii) Members raised comments about access/location issues with certain polling stations in the District. The Democratic & Resilience Services Manager advised that concerns about polling stations are noted and taken into account where possible when preparing for elections. Any comments would also be taken into account for the required statutory review which could take place from October 2018, onwards, but was most likely to commence in March 2019.

<b>6 Implications</b>
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**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**

Appendix 1 Scoping document for the review of the Financial Recovery Plan

Appendix 2 Scoping document for the review of Individual Electoral Registration and Polling Stations

**Previous Consideration**

None.

**Background Papers**

None.

**SCRUTINY REVIEW**

<b>REVIEW TITLE</b>
Review of the Financial Recovery Plan (FRP)
<b>SCOPE OF THE REVIEW/TERMS OF REFERENCE</b>
<p>The review will look at:</p> <ul style="list-style-type: none"> <li>• The changes made to the FRP proposals as a result of the consultation process, including the comments made by the Customer &amp; Corporate Scrutiny Committee;</li> <li>• The progress made in delivering the savings outlined in the FRP;</li> <li>• The impact/consequences of the savings proposals.</li> </ul>
<b>REASON FOR SCRUTINY</b>
<p>To ensure that:</p> <ul style="list-style-type: none"> <li>• due consideration was given to the feedback from the consultation process; and</li> <li>• the savings proposals are being delivered as approved by Council</li> </ul>
<b>MEMBERSHIP OF THE REVIEW GROUP</b>
Members of the Customer & Corporate Scrutiny Committee
<b>KEY TASKS / REVIEW PLAN</b>
<ul style="list-style-type: none"> <li>• Review the consultation feedback and consider what changes were made to the Cabinet's proposals as a results of the consultation; and</li> <li>• Review the progress report and identify those proposals that are behind schedule for implementation and establish the reasons for this.</li> </ul>
<b>INFORMATION TO BE PROVIDED FOR THE REVIEW</b>
<ul style="list-style-type: none"> <li>• Summary of FRP options, consultations responses and Cabinet decisions</li> <li>• Progress report on delivery of the FRP options</li> </ul>
<b>SOURCES OF EVIDENCE</b>
<ul style="list-style-type: none"> <li>• Consultation Feedback Report to Cabinet – 15 December 2016*</li> <li>• Consultation Comments made by the Customer &amp; Corporate Scrutiny Committee - minutes of meeting 13 October 2016 (included as Appendix 4 to the above report)*</li> <li>• Consultation Budget Report to Cabinet – 15 December 2016*</li> </ul>
<b>TIMESCALE</b>
<ul style="list-style-type: none"> <li>• Information will be provided to Members at the meeting on 14<sup>th</sup> November 2017.</li> <li>• Depending on the outcome of the review a report will be prepared for the Committee to consider at the next meeting.</li> </ul>

\*This information is available on the Council's website at:

Consultation Feedback Report to Cabinet Report -

[https://www.cannockchasedc.gov.uk/sites/default/files/04a-frp\\_consultation\\_cov\\_rpt\\_cab\\_151216.pdf](https://www.cannockchasedc.gov.uk/sites/default/files/04a-frp_consultation_cov_rpt_cab_151216.pdf)

Appendix 1 - [https://www.cannockchasedc.gov.uk/sites/default/files/04b-appx\\_1\\_frp\\_consultn\\_slides\\_181016\\_2.pdf](https://www.cannockchasedc.gov.uk/sites/default/files/04b-appx_1_frp_consultn_slides_181016_2.pdf)

Appendix 2 - [https://www.cannockchasedc.gov.uk/sites/default/files/04c-appx\\_2\\_-\\_consultation\\_response\\_rankings.pdf](https://www.cannockchasedc.gov.uk/sites/default/files/04c-appx_2_-_consultation_response_rankings.pdf)

Appendix 3 - [https://www.cannockchasedc.gov.uk/sites/default/files/04d-appx\\_3\\_-\\_correspondence\\_optimized\\_r.pdf](https://www.cannockchasedc.gov.uk/sites/default/files/04d-appx_3_-_correspondence_optimized_r.pdf) (Customer & Scrutiny Committee Minutes)

Appendix 4 - [https://www.cannockchasedc.gov.uk/sites/default/files/04e-appx\\_4\\_mins\\_-\\_cust\\_and\\_corp\\_scrutiny\\_cttee\\_131016.pdf](https://www.cannockchasedc.gov.uk/sites/default/files/04e-appx_4_mins_-_cust_and_corp_scrutiny_cttee_131016.pdf)

Budget Consultation Report to Cabinet - [https://www.cannockchasedc.gov.uk/sites/default/files/05-consultation\\_budget\\_rptv2\\_cab\\_151216.pdf](https://www.cannockchasedc.gov.uk/sites/default/files/05-consultation_budget_rptv2_cab_151216.pdf)

**SCRUTINY REVIEW**

<b>REVIEW TITLE</b>
Electoral Registration and Polling Stations
<b>SCOPE OF THE REVIEW/TERMS OF REFERENCE</b>
<p>The review of the Individual Electoral Registration Process (IER) will cover:</p> <ul style="list-style-type: none"> <li>(i) The Annual Registration Process;</li> <li>(ii) Changes to registration eg change of address;</li> <li>(iii) Registering for a postal vote; and</li> <li>(iv) Registration statistics</li> </ul> <p>The review of polling stations will cover:</p> <ul style="list-style-type: none"> <li>(i) What we look for in a polling station;</li> <li>(ii) Polling Station Review process and the outcome of the last review undertaken in 2014/15; and</li> <li>(iii) Training given to Presiding Officers regarding Polling Stations</li> </ul>
<b>REASON FOR SCRUTINY</b>
<p>Concerns about:</p> <ul style="list-style-type: none"> <li>• awareness of how to register (including for postal votes)</li> <li>• accessibility of polling stations for voters</li> </ul>
<b>MEMBERSHIP OF THE REVIEW GROUP</b>
Members of the Customer & Corporate Scrutiny Committee
<b>KEY TASKS / REVIEW PLAN</b>
<p>To consider:</p> <ul style="list-style-type: none"> <li>• the actions taken by the political parties, election candidates and the Council to promote and encourage voter registration;</li> <li>• the actions taken to identify changes in circumstance eg change of address;</li> <li>• the options to ensure the accessibility of voting in the district</li> </ul>
<b>SOURCES OF EVIDENCE</b>
<ul style="list-style-type: none"> <li>• Registration statistics for annual canvass 2016-17</li> <li>• Statistics for the turnout at recent elections</li> <li>• Statistics re number of postal votes</li> <li>• Report to Council on the outcome of the polling station review (14 January 2015)</li> </ul>
<b>TIMESCALE</b>
<ul style="list-style-type: none"> <li>• A report/presentation will be given to Members at the next meeting on 14th November.</li> <li>• Depending on the outcome of the review a report will be prepared for Members to consider at the meeting on 12 March 2018.</li> </ul>