

Request for Scrutiny Work Programme Item

1	Title of Work Programme Item	Impact of the restructure in Revenues & Benefits, Customer Services, Cashiers and Incomes and Creditors
2	Responsible Director(s)	Adam Broome, Director for Corporate Support
3	Responsible Officer(s)	Malcolm Coe, Assistant Director for Finance and Efficiencies 01752 304566 John-Paul Sanders, Assistant Director for Customer Services and Business Transformation 07917 264723
4	Relevant Cabinet Member(s)	Councillor Ian Bowyer, Cabinet Member for Finance, Property, People and Governance
5	Objectives	<p>To review the impact of the restructure in the four service areas in relation to:</p> <ul style="list-style-type: none"> • The duty of care to staff • The impacts of an increased workload • The experience of customers and stakeholders • The backlog of cases • The processing times of cases <p>To make recommendations to the Overview and Scrutiny Management Board about how the service could negate the impact on the above concerns.</p>
6	Who will benefit?	Plymouth City Council and its Staff; Residents of Plymouth and the Customers of the four service areas; Stakeholders of the four service areas (Including DWP, Landlords and Plymouth Community Homes).
7	Criteria for Choosing Topics (see table)	<ol style="list-style-type: none"> 1. City and Council Priority – Value for Communities 2. A poor performing service (high cost and low performance identified through benchmarking exercises) 3. An interest of the public and stakeholders
8	What will happen if we don't do this review?	<p>The restructure of the service may have:</p> <ul style="list-style-type: none"> • Reduced staff morale and confidence in fulfilling their duties • The experience of customers and standards of the service may reduce below benchmarking standards • Potential higher budgetary cost as a result of reduced quality of data provided to the DWP which will result in a claw back of over-payments.

9	What are we going to do?	A one/two day Task and Finish review led by the Support Services OSP. The review will be undertaken post-restructure with the aim to be completed in September/October 2011.
10	How are we going to do it? (witnesses, site visits, background information etc.)	<ul style="list-style-type: none"> • There will be site visits to the four service areas which will incorporate visits to the Civic Centre and Ballard House. Site visits would include speaking to customers and staff. • Witnesses would include, but would not be limited to, representatives from Plymouth Community Homes, DWP, Landlord Association and officers from the four service areas. • Questionnaire feedback to be provided from customers using the four services. • Review and compare the service performance for the past three years against performance indicators and benchmarked standards.
11	What we won't do.	<ul style="list-style-type: none"> • Review staff terms and conditions. • Review service opening times • Review service structure • Review financial implications of the restructure
12	Timetable & Key Dates	There will be a one/two day Task and Finish Review: Day 1 – Evidence gathering Day 2 – Review of all evidence, further evidence and recommendations.
13	Links to other projects or initiatives / plans	Corporate Plan Accommodation Strategy People's Strategy ICT Strategy Corporate Support Delivery Plans Comprehensive Spending Review
14	Relevant Overview and Scrutiny Panel / Membership if Task and Finish Group (to be decided by OSP before submission to OMB)	This work programme request has been prepared by the Support Services Overview and Scrutiny Panel. Membership = 6 members
15	Where will the report go? Who will make the final decision	The report will be forwarded to the Overview and Scrutiny Management Board for recommendations to be forwarded to the Cabinet and the Cabinet Member for Finance, Property, People and Governance.

16	Resources (staffing, research, experts, sites visits and so on)	Officer time. Site visits (internal0
17	Is this part of a statutory responsibility on the panel?	No.
19	Should any other panel be involved in this review? If so who and why?	No.
20	Will the task and finish group benefit from co-opting any person(s) onto the panel.	No.

Criteria for choosing significant topics for Scrutiny Review
(Items would be expected to meet at least two of the following criteria)

- Corporate priority area
- Poor performing service (evidence from PIs, benchmarking or where high levels of dissatisfaction from customers are recorded)
- High budgetary commitment
- Pattern of not reaching budget targets
- Issue raised by external audit, management letter, inspection report
- New government guidance or legislation
- Issue consistently identified by Members as key through constituency activity
- Public interest issue covered in local media