

## Request for Scrutiny Work Programme Item

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

9	<b>What are we going to do?</b>	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	<b>How are we going to do it? (witnesses, site visits, background information etc.)</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Witnesses would include, but would not be limited to, representatives from Plymouth Community Homes, DWP, Landlord Association and officers from the four service areas.</li> <li>• Questionnaire feedback to be provided from customers using the four services.</li> <li>• Review and compare the service performance for the past three years against performance indicators and benchmarked standards.</li> </ul>
11	<b>What we won't do.</b>	<ul style="list-style-type: none"> <li>• Review staff terms and conditions.</li> <li>• Review service opening times</li> <li>• Review service structure</li> <li>• Review financial implications of the restructure</li> </ul>
12	<b>Timetable &amp; Key Dates</b>	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	<b>Links to other projects or initiatives / plans</b>	Corporate Plan Accommodation Strategy People's Strategy ICT Strategy Corporate Support Delivery Plans Comprehensive Spending Review
14	<b>Relevant Overview and Scrutiny Panel / Membership if Task and Finish Group (to be decided by OSP before submission to OMB)</b>	This work programme request has been prepared by the Support Services Overview and Scrutiny Panel.  Membership = 6 members
15	<b>Where will the report go? Who will make the final decision</b>	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.

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