

Appendix I

Request for Scrutiny Work Programme Item

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| 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 | To review the impact of the restructure in the four service areas in relation to: <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 |

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| 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? | <p>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.</p> |
| 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 | <p>There will be a one/two day Task and Finish Review:</p> <p>Day 1 – Evidence gathering</p> <p>Day 2 – Review of all evidence, further evidence and recommendations.</p> |

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| 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 (internal) |
| 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. |

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| 20 | Will the task and finish group benefit from co-opting any person(s) onto the panel. | No. |
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