

## Appendix I

### Request for Scrutiny Work Programme Item

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| <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<br>01752 304566<br>John-Paul Sanders, Assistant Director for Customer Services and Business Transformation<br>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>                               | To review the impact of the restructure in the four service areas in relation to: <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;<br>Residents of Plymouth and the Customers of the four service areas;<br>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>  |

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| 8  | <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>   | <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 | <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>  | <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 | <b>Links to other projects or initiatives / plans</b>   | Corporate Plan<br>Accommodation Strategy<br>People's Strategy<br>ICT Strategy<br>Corporate Support Delivery Plans<br>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.<br><br>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. |
| 16 | <b>Resources (staffing, research, experts, sites visits and so on)</b>  | Officer time.<br>Site visits (internal)  |
| 17 | <b>Is this part of a statutory responsibility on the panel?</b>   | No.  |
| 19 | <b>Should any other panel be involved in this review? If so who and why?</b>  | No.  |

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