

# Performance, Finance and Customer Focus Overview Scrutiny Committee

Work Programme 2018-2019



**Please note that the work programme is a 'live' document and subject to change at short notice. The information in this work programme is intended to be of strategic relevance.**

For general enquiries relating to the Council's Scrutiny function, including this Committee's work programme, please contact Helen Prendergast, Democratic Adviser on 01752 304022.

Date of meeting	Agenda item	Prioritisation Score	Reason for consideration	Responsible Cabinet Member / Officer
27 June 2018	Corporate Finance Monitoring Report Q4 and Outturn	(5)	To monitor the Council's financial position and identify areas of concern for further scrutiny	Councillor Lowry/Andrew Hardingham
	Corporate Monitoring Q4	(5)	To monitor the Council's performance, and identify areas of concern for further scrutiny	Councillor Lowry/Siân Millard/Andrew Loton
8 August 2018	Debt Recovery and Enforcement	(5)	To review the Council's process for Debt Recovery	Councillor Penberthy/Councillor Lowry/Andrew Hardingham/Emma Rose
10 October 2018	Waste and Disposal (Pledges 90/93/94)	(4)	Receive an update on waste collection and disposal	Councillor Dann/Lou Hayward
	Tree Maintenance (Pledges 13 and 98)	(4)	To review the work being undertaken to reduce the backlog of Tree Works	Councillor Dann/Lou Hayward
	Corporate Monitoring Q1	(5)	To monitor the Council's performance, and identify areas of concern for further scrutiny	Councillor Lowry/Siân Millard/Andrew Loton
	Monthly Finance Reports (Month 4)	(5)	To monitor the Council's financial position and identify areas of concern for further scrutiny	Councillor Lowry/Paul Looby
12 December 2018	Parking (including CPZs, Parking Spaces, Legacy of Disabled Spaces) (Pledges 13 and 79)	(5)	To review the Council's parking arrangements	Councillor Coker/Anthony Payne
	Corporate Finance Monitoring Report Q2	(5)	To monitor the Council's performance, and identify areas of concern for further scrutiny	Councillor Lowry/Andrew Hardingham
	Customer Experience Peer Review	(4)	To review the recommendations from this Peer Review	Giles Perritt

Date of meeting	Agenda item	Prioritisation Score	Reason for consideration	Responsible Cabinet Member / Officer
	Corporate Monitoring Q2	(5)	To monitor the Council's performance, and identify areas of concern for further scrutiny	Councillor Lowry/Siân Millard/Andrew Loton
<b>13 February 2019</b>	ICT/Delt Shared Services Ltd	(4)	To receive an update on the work of Delt Shared Services and the Council's ICT requirements	Councillor Jon Taylor/Andrew Hardingham
	Staff Survey	(4)	To identify areas of concern raised from the annual staff survey	Councillor Peter Smith/Andrew Hardingham
	Registrar Office	(3)	Update on the current position regarding the Registrar Office	Councillor Haydon/Andrew Hardingham
<b>20 March 2019</b>	Police/Safer Plymouth/Community Safety (Update Report)	(4)	To receive an update	Councillor Haydon/Matt Garrett
	Customer Services (Complaints/Improvement to Delivery of Services)	(4)	To receive an update on the work undertaken by Customer Services, particularly complaints and the delivery services	Councillor Haydon/Andrew Hardingham
<b>Items to be scheduled 2018/19</b>				
	Customer Satisfaction Survey			
	Homelessness Action Plan			
	Site Visits			
<b>Select Committee Reviews</b>				
<b>November 2018</b>	Gypsies and Travellers Unauthorised Camps		Member request	
<b>Feb 2019</b>	Universal Credit		Recommendation from the Select Committee Review hold in March 2018	
<b>Joint Select Committee Reviews</b>				
<b>January 2019</b>	Budget Scrutiny	(5)	Annual review of budget	Leader/Cabinet Member for Finance /Strategic and Service Directors
<b>TBC</b>	Homelessness			Councillor Penberthy/Carole Burgoyne/Matt Garrett