

SCRUTINY COMMITTEE WORK PROGRAMME 2012/2013 – NORWICH CITY COUNCIL

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The work programme for the scrutiny committee is informed by a combination of what councillors' feel are important topics, gathered from their ward work and their activities across the whole council or members of the public highlighting issues for debate. Also requests by cabinet for scrutiny to undertake 'pre-scrutiny' before policies are taken to cabinet. Council officers can also request that scrutiny investigate and consider certain issues on their behalf. When raising a possible topic for the work programme it is advisable to make a formal request by using the **Request form to raise an item for Scrutiny Review** which can be obtained from the scrutiny officer or via e-councillor. Once a topic request for scrutiny has been received the topic will usually be required to be put through the following:

Picc Analysis for Prioritising Topics – YOU ARE ASKED TO USE THE PICC ANALYSIS AS A FILTER TO ASSESS THE APPROPRIATENESS FOR SCRUTINY OF TOPICS BEFORE INCLUDING THEM ON THE WORK PROGRAMME

TOPIC TITLE: **REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT:**

WHO/WHAT IS THE RESPONSIBLE ORGANISATION?

WHO ARE THE RESPONSIBLE CABINET PORTFOLIO COUNCILLOR(S) AND OFFICER(S)?

The council's FIVE main priorities are provided to assist members and can be used as a guide and reminder to draw links between the work of the scrutiny committee and the corporate plan:

- TO MAKE NORWICH A CITY OF CHARACTER AND CULTURE
- TO MAKE NORWICH A SAFE CLEAN CITY
- TO MAKE NORWICH A PROSPEROUS CITY
- TO PROVIDE VALUE FOR MONEY SERVICES
- TO MAKE NORWICH A CITY WITH DECENT HOUSING FOR ALL

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|---|--|
| P Public interest | |
| Is there sufficient public interest in the topic? | |
| Where is the evidence to support this? | |
| Is interest confined to the city or of broader interest? | |
| How would it be in the public interest to look at this topic? | |

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| I Impact | |
| Will the topic impact community well-being? | |
| To what extent will the topic impact on the community? | |
| How will the review bring value to community well-being? | |

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| C Council & performance | |
| How is the council/organisation performing in this area? | |
| What is the performance data showing? (direction of travel?) | |
| Are there other performance comparisons or bench marks? | |
| Is there adequate performance measurement? | |

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| C Keeping in context | |
| What else is happening in this area such as recent reviews or inspections? | |
| How does this rank within the context of other work or priorities? | |

WHEN WOULD BE THE BEST TIME TO CARRY OUT SCRUTINY OF THIS TOPIC?

WHAT METHOD(S) SHOULD BE USED TO CARRY OUT THIS SCRUTINY? (task & finish group, topic on agenda at main meeting, themed meeting, consultation etc.)

WHO ELSE SHOULD BE INVOLVED/INVITED?

VENUE? (city hall, other venue, site visit etc)

| DATE OF MEETING | TOPIC FOR SCRUTINY | RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR | REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT | METHODS AND VENUE |
|------------------------|--|---|--|--------------------------|
| 11 April 2013 | Lgss, and the revenues and benefits service | Councillor Brenda Arthur, Councillor Alan Waters and Anton Bull | A year on look at the performance of Lgss and a progress report on the revenues & benefits service. To identify any areas for improvement and to note successes. | Annual at committee |
| 11 April 2013 | Welfare reform and housing benefit changes | Councillor Alan Waters, Caroline Ryba and Anton Bull | To assess the implications of benefit capping and social housing under occupancy rules that come into force in April 2013, and to look at any outcomes available from the universal credit pilots. | At committee |
| 30 May 2013 | Annual scrutiny review | Councillor Claire Stephenson and Steve Goddard | To agree the annual review of the scrutiny committee's work 2012 to 2013 and recommend it for adoption of the council | Annual at committee |
| 30 May 2013 | Review of the work programme | Scrutiny committee, corporate leadership team, cabinet and the scrutiny officer | To identify the issues facing the work of the council for the civic year and agree the scrutiny committee work programme up to April 2014 | Annual meeting |

| Allocated Items | | | | | | | |
|------------------------------------|---|---|--|---|----------------------------------|---|------------------------------------|
| Meeting | Report | Purpose | Portfolio holder Senior Officer | Final Report - To be signed off by CLT member | Management Clearance • CLT | Cabinet Briefing (IC) or Portfolio Holder (PH) | Exempt? If yes – which para? |
| ALL MEMBERS BRIEFING 16 APR | Sustainable communities act | N/A | TBC | N/A | N/A | N/A | N/A |
| CABINET 17 APR | Revenue Budget Monitoring 2012/13 – Period 11 | To update cabinet on the financial position and the forecast outturn for the year 2012/13 | Cllr Waters Caroline Ryba Chief finance officer (S151 Officer) 01223 699292 Mark Smith Ext 2561 | 3 Apr | Caroline Ryba | PH | No |
| CABINET 17 APR | Disabled aids and adaptations policy | To seek approval of the council's revised disabled aids and adaptations policy | Cllr MacDonald, Tracy John Head of housing Ext 2939 | 3 Apr | Jerry Massey | PH | No |

Allocated Items

| Meeting | Report | Purpose | Portfolio holder Senior Officer | Final Report - To be signed off by CLT member | Management Clearance • CLT | Cabinet Briefing (IC) or Portfolio Holder (PH) | Exempt? If yes – which para? |
|---------------------------|--|---|---|--|--|---|---|
| CABINET 17 APR | Northern Distributor Road application procedures. | To ensure adequate delegated powers are in place to respond to the requirements of the application process. | Cllr Bremner Graham Nelson, Head of planning services Ext 2530 Ian Whittaker Planning development manager Ext 2528 | 3 Apr | Jerry Massey | PH | No |
| CABINET 17 APR | Managing assets | To agree disposal of a property in the general fund and an area of land in the housing revenue account | Cllr Waters Andy Watt Head of city development services Ext 2691 | 3 Apr | Jerry Massey | PH | Yes – Para 3 |
| CABINET 17 APR | Goldsmith Street Redevelopment – KEY DECISION | To seek approval of the redevelopment proposals for Goldsmith Street. | Cllr MacDonald Andy Watt Head of city development services Ext 2691 | 3 Apr | Jerry Massey | PH | Yes – Para 3 |

Allocated Items

| Meeting | Report | Purpose | Portfolio holder Senior Officer | Final Report - To be signed off by CLT member | Management Clearance • CLT | Cabinet Briefing (IC) or Portfolio Holder (PH) | Exempt? If yes – which para? |
|---------------------------|--|---|---|--|--|---|---|
| CABINET 17 APR | Implementing the council's neighbourhood model | To seek approval for service changes that will enhance the effectiveness of the council's approach to neighbourhood working | Cllr Driver Bob Cronk Head of local neighbourhood services Ext 2373 Adrian Akester Head of citywide services Ext 2331 | 3 Apr | Jerry Massey | PH | Yes – Para 2 |
| CABINET 17 APR | 'Cycle City Ambition Grant' | To seek approval for delegated authority to apply for a 'Cycle City Ambition Grant' | Cllr Bremner Ben Webster Design conservation and landscape manager. Ext 2518 | 3 Apr | Jerry Massey | PH | No |
| CABINET 17 APR | Managing housing assets | To seek approval for the purchase of two dwellings under central government's mortgage rescue scheme. | Cllr MacDonald Andrew Turnbull Senior development officer (enabling) Ext 2778 | 3 Apr | | PH | |

Allocated Items

| Meeting | Report | Purpose | Portfolio holder Senior Officer | Final Report - To be signed off by CLT member | Management Clearance • CLT | Cabinet Briefing (IC) or Portfolio Holder (PH) | Exempt? If yes – which para? |
|--------------------------------------|------------------------------|---|--|--|--|---|---|
| | | | | | | | |
| ANNUAL COUNCIL 21 MAY | | | | | | | |
| SCRUTINY 30 MAY | Annual scrutiny review | To agree the annual review of the scrutiny committee's work 2012 to 2013 and recommend it for adoption of the council | Councillor Claire Stephenson Steve Goddard Scrutiny officer Ext 2491 | 17 May | Russell O'Keefe | | No |
| SCRUTINY 30 MAY | Review of the work programme | To identify the issues facing the work of the council for the civic year and agree the scrutiny committee work programme up to April 2014 | Scrutiny committee, corporate leadership team, cabinet and the scrutiny officer | 17 May | Russell O'Keefe | | No |

Date to be confirmed

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| CABINET | Desktop hardware and software award of contract KEY DECISION | To seek approval for the award of contract for desktop hardware and software | Cllr Waters Anton Bull | | Anton Bull | PH | No |
| CABINET | Phone masts on council buildings and land KEY DECISION | To review and agree the council's policy for placing phone masts on council buildings and land | Cllr Waters Andy Watt | | Jerry Massey | PH | No |
| COUNCIL | Community Infrastructure Levy (CIL) | To adopt the Community Infrastructure Levy (CIL) rate for Norwich, subsequent to the completion of the CIL public examination | Cllr Waters Caroline Ryba Chief finance officer Mark Smith Ext 2561 Jerry Massey Deputy chief executive (operations) Ext 2225 Gwyn Jones City growth & development manager Ext 2364 | | Caroline Ryba | PH | No |

Scrutiny committee recommendation & request tracking

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
|-------------|--|---------------------|---|----------|--|
| 31 May 2012 | Q4 performance monitoring Payments at post offices (collection rates) | Tina Bailey | Further detailed information requested regarding use of post offices for payments and any correlation regarding the amount of time between payment being made and receipt of benefits | received | In general payments at post offices/pay points continue to increase with April 2010 we had 22,656 transactions and by April 2012 we had 26,431 transactions. The value of those payments was £1,451,099 in Apr 2010 and £1,764,762 in Apr 2012. Payments take 6 days to actually be credited against an account as they go through the post office banking system and our own internal processes. In respect of receipt of benefits. The two transactions are not directly linked. |
| 31 May 2012 | Q4 performance monitoring ASB figures | Tracy John | Further information on reasons for why there was a drop in anti-social behaviour reporting for Q4 | received | <p>This performance indicator compares the number of reported cases of ASB in any given quarter to the same quarter of the previous year. For quarter 4 (2012) there were 783 recorded reports of ASB, in quarter 4 (2011) there were 1029 recorded reports of ASB, resulting in a reduction of 24%.</p> <p>This indicator does not provide information on why there is this variance in reporting of ASB, however we have been reviewing our performance measures for ASB and as part of that work identified a significant amount of duplicate recording, which is likely to account for the reduction in the volume of cases recorded. Our review of performance measures for ASB aims to focus on outcomes of prevention and tackling ASB.</p> |

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
|--------------|---|---------------------|--|---|--|
| | | | | | <p>We plan to introduce a new set of ASB indicators that can better reflect our performance tackling ASB monitoring the effectiveness of preventative measures such as use of the mediation service Asking our tenant community about their perception of asb in their neighbourhood - question to be included in the next survey with the Talkback panel in August 2012. Asking our tenant community of their experience of us dealing with reports of ASB - two new satisfaction surveys being launched on low level ASB and ABATE casework.</p> <p>Hopefully this will produce more meaningful data which will track trends and measure our progress more accurately.</p> |
| 31 May 2012 | Q4 performance monitoring Revenues & benefits improvement plan | Anton Bull | The housing benefit service improvement plan be provided for members to access via a link on e-councillor | received | Now on e-councillor |
| 05 July 2012 | Foodbanks | Steve Goddard | Members felt that it would be important for them to find out if there were particular reasons for why there was a trend for people's periods of crisis to increase in time, and to receive further information from the Food bank, that breaks down the reasons for people presenting for three vouchers or more | Ongoing - A Food bank project with the aim of identifying reasons why people were presenting on more than one occasion has yet to take place. | This is unable to be progressed due to the project not now being undertaken. |

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
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| 19 July 2012 | Food banks | Steve Goddard | That the communications team helps promote the work of food banks via print and online media | Discussions are under way re: an appropriate approach | Where appropriate reference will be made to the work of the food bank |
| 19 July 2012 | Food banks | Boyd Taylor | Clarify with food bank staff that the city council has debt advice officers available to provide guidance to food bank users in the future | Achieved | Food bank staff are now sign posting clients. A training session is being organised for food bank volunteers based on identifying and involving available agencies around the city. |
| 6 Sept 2012 | Tenant scrutiny panels | Tracy John | The annual report be presented to the scrutiny committee annually by the tenant reps | Ongoing, to be entered onto the work programme for Nov 2013 | |
| 6 Sept 2012 | Tenant scrutiny panels | Tracy John | The annual review be received by scrutiny annually | Ongoing, to be entered onto the work programme for Nov 2013 | |
| 6 Sept 2012 | Street and gully cleaning on Gladstone Street | Andy Watt | The head of city wide services to set up a meeting with residents in the area to talk about the issue and invite the county council and Anglia Water to attend along with officers of Norwich city council | Event held; a report will be circulated to members on the outcome of a community walk a bout event held earlier this month | |

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
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| 6 Sept 2012 | Quarter 1 performance report | Phil Shreeve | Officers to consider ways in which members can consider historical performance data that would be helpful and relevant in the monitoring of the current performance target. | A two year backward looking dash board of annual/year end data is being created. | This is now accessible on the council's web-site |
| 11 Oct 2012 | Assets of community value | Andy Watt and Jerry Massey | That the cabinet be requested to consider the suggested scrutiny amendments to the proposed scheme | Scrutiny amendments accepted 17 October 2012 | Cabinet approved the proposals to implement decision making and governance arrangements relating to community rights to bid for assets of community value, subject to incorporating the amendments proposed by the scrutiny committee at its meeting on 11 October 2012. |
| 11 Oct 2012 | Night time economy | Bob Cronk | Members be kept informed of the progress made with addressing the responsibilities of bar staff and licensees with regard to drunkenness and cheap unit pricing of alcohol | Ongoing | |
| 8 Nov 2012 | Quarter 2 performance report | Nikki Rotsos | That more detailed information regarding the issues most commonly occurring as avoidable contract instances be provided to members | Ongoing; this information is being compiled and will then be put into a presentable format | |
| 6 Dec 2012 | Normandie tower lifts – (request for scrutiny) | Chris Rayner | Members be kept informed of the work being undertaken to improve the reliability of the new lifts | Complete | This work has been carried out and the new contractor is in place. |

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
|-------------|--------------------------------|---------------------|--|---|---------|
| 6 Dec 2012 | Benefits claims process | Anton Bull | <ol style="list-style-type: none"> 1. comparative costs of contractors in clearing backlog versus employed staff if the team was resourced to the numbers that include the number of contracted staff 2. detailed explanation of the specific issues that caused the backlog 3. regular member updates from benefits board meetings 4. review the process that developed the improvement plan and then further review the imp plan to see if it requires adjustment to sustain continued improvement 5. monitoring feedback to members on the effectiveness of the face to face model | Ongoing; Please note that the benefits claims process will also form part of the committee's year on look at the performance of the council's partnership with LGSS at the March meeting of scrutiny. | |
| 10 Jan 2013 | Section 106 | Jerry Massey | Request that officers circulate a note regarding section 106 agreements not being met as they effect viability of some sites for developers. This to allow members to gain an understanding about the process, including explanation of how the district valuer reaches a valuation of sites. | | |

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
|-------------|---|---------------------|---|----------|--|
| 21 Feb 2013 | Q3 Performance and budget monitoring | Phil Shreeve | To look into the weighting of the data in SCC4 (% people feeling safe) to see if it can be made to be more representative of the public as a whole. | | Data is collected during a short period when people call in about other matters. In order to collect information on e.g. age, gender or ethnicity we'd need to ask for that information as part of the phone call. In some cases the choice options are fairly lengthy (e.g. ethnicity groupings). It may be possible to limit questions to shorter data sets such as gender and some wide age bands without requiring customers to hang on the telephone too long. But weighting is in itself a fairly complex operation based upon matching sample size to overall population characteristics and understanding where there may be significant variations and where there have been sufficient results to make weighting sensible (for example if only two responses came from one age group we could not sensibly extrapolate their views as being capable of weighting to represent the broader views of that age group more generally). Those skills are not available within the Policy & Performance team so would need to be bought in on an ad hoc basis. As some of these more general satisfaction and perception develop it may be more suitable to undertake more detailed work across a wider range of topics with these more frequent checks being used to spot any possible changes in trend. Officers are considering this along with other consultation needs. |

| Date | Topic | Responsible officer | Scrutiny request | Progress | Outcome |
|-------------|---|---------------------|---|----------|---|
| 21 Feb 2013 | Q3 Performance and budget monitoring | Adrian Akester | For further information with regard to any removed recycling bank facilities and the effect on tonnage of material. | | The bring sites were not removed in July. The savings programme was about transferring the servicing of the banks from different contractors to our current Waste Management contractor. This saved on servicing costs and the charges levied by the differing merchants. This reduced servicing costs from around £30,000 to around £5,000 per year. All sites were reviewed and sites considered to be doing well were retained. The list of sites can be found on our web site. There has been no impact on our recycling rates since we are still collecting from the majority of sites |