

SCRUTINY COMMITTEE WORK PROGRAMME 2012/2013 – NORWICH CITY COUNCIL

Please contact the scrutiny officer; Steve Goddard, Scrutiny officer, Norwich city council, Room 313, City Hall, Norwich NR2 1NH

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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

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?	

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?	

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?	

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
10 Jan 2013	Overview of the corporate plan	Councillor Brenda Arthur and Russell O'Keefe	For the scrutiny committee to gain an overview and refresh their knowledge of the corporate plan prior to pre scrutiny of the proposed budget and policy framework in February	At committee
10 Jan 2013	Governance scheme for community right to challenge	Councillor Alan Waters, Anton Bull, Phil Hyde, Andy Watt and David Rogers	To focus on the proposed governance arrangements for the scheme and to consider if there is possible associated role for scrutiny	At committee
15 Jan 2013 (done as an all member briefing)	Member briefing and scrutiny Budget and policy event	Cabinet and corporate leadership team	Policy framework and budget; a member briefing to explore the budget setting process while considering the pressures facing each service. This will also provide an overview of the policy frame work. (Done as an all member briefing)	tbc
7 Feb 2013	Pre scrutiny of the proposed budget and policy framework	Councillor Brenda Arthur, Councillor Alan Waters, Laura McGillivray, Jerry Massey, Russell O'Keefe, Caroline Ryba and Mark Smith	To comment on the proposed budget and make suggestions to cabinet regarding the proposed budget's ability to deliver the priorities of the council	Annual at committee
21 Feb 2013	Q3 performance and budget monitoring	Councillor Brenda Arthur, Councillor Alan Waters, Russell O'Keefe, Mark Smith and Phil Shreeve	Identification of any causes for concern and note successes	Quarterly at committee
21 Feb 2013	Role of the ward councillor	Russell O'Keefe, Bob Cronk, Christine Nichols and Andy Emms	Review of the role of a ward councillor with in the new operating model and the opportunities provided by the council's neighbourhood model. To make recommendations on the role of a ward councillor and the supporting member development programme.	At committee

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR	REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT	METHODS AND VENUE
7 March 2013	Task & finish group - community space	Councillors Storie, Galvin, Gee and Sands (M)	To receive the final report of the t&fg and recommend its findings to the cabinet and relevant lead officers.	At committee
7 March 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

FORWARD AGENDA / CABINET, COUNCIL, SCRUTINY AND AUDIT COMMITTEES 2012/2013

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 08 JAN 18:00-19:00	A City Deal for the Greater Norwich Area	To brief members on further details of a city deal for the Greater Norwich Area	Cllr Arthur Jerry Massey Deputy chief executive (operations) Ext 2225	N/A	Jerry Massey		N/A
SCRUTINY 10 JAN	Overview of the corporate plan	For the scrutiny committee to gain an overview and refresh their knowledge of the corporate plan prior to pre scrutiny of the proposed policy and budget framework in February	Cllr Brenda Arthur Russell O’Keefe Executive head of strategy, people and democracy Ext 2908	24 Dec	Jerry Massey		No
SCRUTINY 10 JAN	Governance schemes for community right to challenge.	To focus on the proposed governance arrangements for the scheme and to consider the possible associated role for scrutiny or the ward member.	Anton Bull Executive head of business relationship management Ext 2326	24 Dec	Jerry Massey		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?
			Phil Hyde Head of Law and Governance Ext 2908				
ALL MEMBERS BRIEFING 15 JAN 18:00-19:00	Policy framework and budget	N/A	Caroline Ryba Chief finance officer (S151 Officer) 01223 699292 Russell O’Keefe Executive head of strategy, people and democracy Ext 2908	N/A	N/A	N/A	N/A
CABINET 14 JAN	Tenancy Strategy	To agree to adopt the Tenancy Strategy	Jerry Massey Deputy chief executive (operations) Ext 2225 Tracy John	3 Jan	Jerry Massey	VM	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?
			Head of housing Ext 2939 Andy Watt Head of city development services Ext 2691				
CABINET 14 JAN	New council tax reduction scheme	To approve the Council tax reduction scheme and recommend it to council.	Caroline Ryba Chief finance officer (S151 Officer) 01223 699292	3 Jan	Caroline Ryba		No
CABINET 14 JAN	Annual equality information report	To approve the annual equality information report	Russell O’Keefe Executive head of strategy, people and democracy Ext 2908	3 Jan	Russell O’Keefe	JBC	No
CABINET 14 JAN	Revenue Budget Monitoring 2012/13 – Period 08	To update cabinet on the financial position as at 30 Nov and the forecast outturn for the year 2012/13.	Cllr Waters Caroline Ryba Chief finance officer (S151 Officer) 01223 699292	3 Jan	Caroline Ryba	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?
			Mark Smith Ext 2561				
CABINET 14 JAN	Greater Norwich Joint Core Strategy submission of amendments	To approve the amendments to the to the joint core strategy and recommend to council that it approves the amendments to the joint core strategy for submission to the secretary of state	Cllr Bremner Graham Nelson Ext 2530	3 Jan	Jerry Massey		No
CABINET 14 JAN	Bowthorpe – Housing with care, dementia care	To agree to dispose of land for a housing with care and dementia care facility	Jerry Massey Deputy chief executive (operations) Ext 2225 Gwyn Jones City growth & development manager Ext 2364	3 Jan	Jerry Massey		No
CABINET 14 JAN	Norwich Housing Strategy 2013-2018 Consultation Draft	Draft Housing Strategy Consultation Document for Cabinet Approval	Cllr MacDonald Andy Watt Head of city development services Ext 2691	3 Jan	Jerry Massey	IC	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?
			Emma Smith Ext: 2937				
CABINET 14 JAN	Treasury Management Half Year Report	Report on Treasury Management Performance for first half of year	Caroline Ryba Chief finance officer (S151 Officer) 01223 699292 Philippa Dransfield Ext: 2562	3 Jan	Caroline Ryba		No
CABINET 14 JAN	A City Deal for the Greater Norwich Area KEY DECISION	To agree the final submission to the Treasury of an Expression of Interest to obtain a city deal for the Greater Norwich Area	Cllr Arthur Jerry Massey Deputy chief executive (operations) Ext 2225	3 Jan	Jerry Massey		No
CABINET 14 JAN	Governance arrangements for the Public/Public Partnership with the Norse Group	To agree the arrangements for member involvement in the governance of the extended partnership arrangement with the Norse group.	Cllr Waters Jerry Massey Deputy chief executive (operations) Ext 2225	3 Jan	Jerry Massey		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 14 JAN	Gypsy & Traveller Strategy for Norfolk and Suffolk 2012-14	To adopt the Norfolk and Suffolk Gypsy and Traveller Strategy and action plan	Cllr MacDonald Andy Watt Head of city development services Ext 2691 Debbie Gould Ext 2851	3 Jan	Jerry Massey	PH	No
CABINET 14 JAN	Managing Assets	To seek approval to revoke a covenant and to acquire a small area of land	Cllr Waters Andy Watt Head of city development services Ext 2691	3 Jan	Jerry Massey	PH	Yes - para. 3
CABINET 14 JAN	Insurance contract extension KEY DECISION	To seek approval for an extension to the existing insurance contract	Anton Bull Executive head of business relationship management Ext 2326	3 Jan	Anton Bull	Portfolio Holder	No

Allocated Items

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AUDIT 22 JAN							
COUNCIL 29 JAN	New council tax reduction scheme	To approve the council tax reduction scheme and setting of council tax base	Cllr Waters Caroline Ryba Chief finance officer 01223 699292	18 Jan			
COUNCIL 29 JAN	Greater Norwich Joint Core Strategy submission of amendments	To approve the submission of the proposed amendments to the joint core strategy to the secretary of state.	Cllr Arthur Contact officer Graham Nelson Ext 2530	18 Jan			
COUNCIL 29 JAN	National Non Domestic Rate Base	To approve the setting of the national non-domestic rates base	Cllr Waters Caroline Ryba Chief finance officer 01223 699292	18 Jan			
COUNCIL 29 JAN	Treasury management	To consider the mid-year treasury management report	Cllr Waters Caroline Ryba Chief finance officer 01223 699292	18 Jan			
COUNCIL 29 JAN	Calculation of the Council Tax Base	To approve the Council Tax Base for 2013/14	Cllr Waters Caroline Ryba	18 Jan			

Allocated Items

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	2013/14		Chief finance officer 01223 699292				
COUNCIL 29 JAN	Pay policy statement 2013/14	To recommend the council's pay policy statement for 2013/14 to Council	Cllr Waters Dawn Bradshaw Head of HR Ext 2434	18 Jan			No
SCRUTINY 7 FEB	Pre scrutiny of the proposed policy and budget framework	To comment on the proposed budget and make suggestions to cabinet regarding the proposed budget's ability to deliver the priorities of the council	Caroline Ryba Russell O'Keefe Executive head of strategy, people and democracy Ext 2908	25 Jan			
ALL MEMBERS BRIEFING 12 FEB 18:00 – 19:00	Norwich area transport strategy	N/A	Head of city development	N/A	N/A	N/A	N/A

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 13 FEB	Quarter 3 performance report	To report progress against the delivery of the corporate plan objectives for quarter 3 of 2012-13	Cllr Waters Russell O’Keefe, Executive head of strategy, people and democracy Ext 2908 Phil Shreeve Ext 2356	30 Jan	RO’K	PH	
CABINET 13 FEB	Revenue Budget Monitoring 2012/13 – Period 09	To update cabinet on the financial position as at 31 Dec and the forecast outturn for the year 2012/13.	Cllr Waters Caroline Ryba Chief finance officer Mark Smith Ext 2561	30 Jan	CR	PH	
CABINET 13 FEB	Capital budget monitoring 2012-13	To update cabinet on the financial position and the forecast outturn for the year 2012/13	Cllr Waters Caroline Ryba Chief finance officer Mark Smith Ext 2561	30 Jan	CR	PH	
CABINET	Norwich Economic	Draft Economic Strategy	Ellen Tilney ext:	30 Jan			

Allocated Items

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13 FEB	Strategy 2013-2018 Consultation Draft	Consultation Document for Cabinet Approval	2501				
CABINET 13 FEB	Policy and budget framework	To agree the policy and budget framework for 13-14 to be recommended to council	Caroline Ryba Russell O’Keefe Executive head of strategy, people and democracy Ext 2908			BA, AW	
CABINET 13 FEB	Community Infrastructure Levy (CIL) KEY DECISION	To recommend to Council the adoption of 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	30 Jan	CR	PH	

Allocated Items

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CABINET 13 FEB	Housing maintenance & repairs - award of Omnia plank contract – KEY DECISION	To advise cabinet of the tender process for the Omnia plank contract and seek authority to award the contract	Ext 2364 Councillor MacDonald Chris Rayner, Head of property services Ext 3208	Jerry Massey			No
	Policy and budget framework	To agree the policy and budget framework for 13-14	Caroline Ryba Russell O’Keefe Executive head of strategy, people and democracy Ext 2908			BA, AW	
BUDGET COUNCIL 19 FEB	CIL charging schedule	To agree to adopt the CIL charging schedule for Norwich	Cllr Bremner Jerry Massey Ext 2225 Cllr Waters Caroline Ryba Chief finance officer Mark Smith 2561 Gwyn Jones Ext 2364	18 Jan	JM		

Allocated Items

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SCRUTINY 21 FEB	Quarter 3 performance report	To report progress against the delivery of the corporate plan objectives for quarter 3 of 2012-13	Cllr Waters Russell O'Keefe Ext 2908 Phil Shreeve Ext 2356	8 Feb	RO'K	PH	
SCRUTINY 21 FEB	Revenue Budget Monitoring 2012/13 – Period 09	To update cabinet on the financial position as at 31 Dec and the forecast outturn for the year 2012/13.	Cllr Waters Caroline Ryba Chief finance officer Mark Smith Ext 2561	8 Feb	CR	PH	
SCRUTINY 21 FEB	Capital budget monitoring 2012-13	To update cabinet on the financial position and the forecast outturn for the year 2012/13	Cllr Waters Caroline Ryba Chief finance officer Mark Smith Ext 2561	8 Feb	CR	PH	
SCRUTINY 21 FEB	Role of the ward councillor	Review of the role of a ward councillor with in the new operating model and the opportunities provided by the council's neighbourhood model. To make recommendations on	Russell O'Keefe Executive head of strategy, people and democracy Ext 2908	8 Feb			

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?
		the role of a ward councillor and the supporting member development programme					
SCRUTINY 7 MAR	LGSS and the revenues and benefits service	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.	Councillor Brenda Arthur Councillor Alan Waters Anton Bull Executive head of business relationship management Ext 2326	22 Feb	AB		
ALL MEMBERS BRIEFING 12 MAR 18:00 – 19:00	Sustainable communities act	N/A	TBC	N/A	N/A	N/A	N/A

Allocated Items

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CABINET 13 MAR	Payroll award of contract KEY DECISION	To seek approval the award of contract for payroll services	Cllr Waters Russell O’Keefe Executive head of strategy, people and democracy Ext 2908 Dawn Bradshaw Head of HR Ext 2434	27 Feb	R O’K		
CABINET 13 MAR	Annual Review of Partnerships Register	To inform and request endorsement for the annual review.	Russell O’Keefe Executive head of strategy, people and democracy Ext 2908 Debbie Cronk Partnerships Officer Ext: 2378	27 Feb			No
CABINET 13 MAR	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 MacDonald Andy Watt Head of city development services Ext 2691	27 Feb	JM	PH	

Allocated Items

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CABINET 13 MAR	Development management policies submission plan - KEY DECISION	To approve the development management policies for submission to the secretary of state	Cllr Bremner Graham Nelson Ext 2530	27 Feb	JM	PH	
CABINET 13 MAR	Site allocations submission plan – KEY DECISION	To approve the Site Allocations plan for submission to the secretary of state	Cllr Bremner Graham Nelson Ext 2530	27 Feb	JM	PH	
AUDIT 19 MAR							
COUNCIL 26 MAR	Development management policies submission plan	To approve the development management policies plan for submission to the secretary of state	Cllr Bremner Graham Nelson Ext 2530	30 Jan	JM	PH	
COUNCIL 26 MAR	Site allocations submission plan	To approve the Site Allocations plan for submission to the secretary of state	Cllr Bremner Graham Nelson Ext 2530	30 Jan	JM	PH	
SCRUTINY 11 APRIL	Housing benefit changes	It appears that universal credit implementation may not occur until after the next election. Therefore this could represent	Cllr Waters Caroline Ryba Chief finance officer (S151)	28 Mar	CR	PH	

Allocated Items

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		an early opportunity for the scrutiny committee to look at any early results that may emerge from any pilot schemes around the country and consider any implications for Norwich	Officer) 01223 699292 Anton Bull Executive head of business relationship management Ext 2326				
ALL MEMBERS BRIEFING 16 APR 18:00 – 19:00	TBC	N/A	TBC	N/A	N/A	N/A	N/A
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			

Allocated Items

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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			

Date to be confirmed			
Meeting	Report	Purpose/Comments	Directorate
CABINET	White Ribbon Status	To ask cabinet to consider seeking white ribbon status for the city	Jerry Massey, Deputy chief executive (operations) Bob Cronk, Head of local neighbourhood services
CABINET	Privately rented housing in Norwich	To provide Cabinet with an update on housing conditions within the privately rented sector in Norwich and to explore a range of options for future action.	Andy Watt Head of city development services Ext 2691
CABINET	Provision of social housing at Wentworth Green	To recommend to Council that the council becomes the provider of social housing at the Wentworth Green development	Cllr MacDonald Head of city development services Debbie Gould Ext 2851

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> <p>We plan to introduce a new set of ASB indicators that can better reflect our performance tackling ASB monitoring the effectiveness of</p>

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome
					<p>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.	
19 July 2012	Financial regime for local government	Jerry Massey Andy Emms	Resolved that the deputy chief executive provide a member briefing regarding funding for housing provision.	ongoing	

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome
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 regarding an appropriate approach	
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 spring 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 spring 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	Ongoing	

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome
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
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	Phil Shreeve	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	Ongoing	

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome
6 Dec 2012	Benefits claims process	Anton Bull	<p>For greater detail to this particular set of requests refer to the minutes of the meeting held 06/12/12.</p> <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.	