

# 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

<b>P Public interest</b>	
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?	

<b>I      Impact</b>	
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?	

<b>C      Council &amp; performance</b>	
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?	

<b>C      Keeping in context</b>	
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
7 March 2013	<b>Role of the ward councillor</b>	Russell O'Keefe, Bob Cronk, Christine Nicols 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
7 March 2013	<b>Task &amp; finish group - community space</b>	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
11 April 2013	<b>Lgss, and the revenues and benefits service</b>	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	<b>Welfare reform and housing benefit changes</b>	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	<b>Annual scrutiny review</b>	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	<b>Review of the work programme</b>	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?
<b>SCRUTINY 7 MAR</b>	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.	Cllr Arthur Russell O'Keefe Executive head of strategy, people and democracy	27 Feb	Russell O'Keefe		No
<b>ALL MEMBERS BRIEFING 12 MAR</b>	Welfare reform	N/A	TBC	N/A	N/A	N/A	N/A
<b>AUDIT 19 MAR</b>							
<b>CABINET 20 MAR</b>	Annual review of external partnerships and business relationship registers	To inform and request endorsement for the annual review.	Cllr Arthur Russell O'Keefe Executive head of strategy, people and democracy Debbie Cronk Partnerships Officer Ext: 2378	27 Feb	Russell O'Keefe	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?
<b>CABINET 20 MAR</b>	Bowthorpe open space strategy	To agree a strategy for the improvement of open spaces in Bowthorpe and to allocate funding to enable work to begin on early capital projects	Cllr Bremner & Cllr Gihawi Adrian Akester Head of citywide services	27 Feb	Jerry Massey	PH	No
<b>CABINET 20 MAR</b>	Discretionary housing payments policy <b>KEY DECISION</b>	To review and approve an updated discretionary housing payments policy	Cllr Alan Waters, Anton Bull, Executive head of business relationship management	27 Feb	Anton Bull	PH	No
<b>CABINET 20 MAR</b>	Sheltered housing report - <b>KEY DECISION</b>	Awaiting information	Awaiting information	27 Feb	Awaiting information	PH	No
<b>CABINET 20 MAR</b>	HECA Report 2013- 2015 (Home Energy Conservation Act) <b>KEY DECISION</b>	To consider the HECA	Cllr MacDonald, Cllr Bremner, Jerry Massey, Deputy chief executive (operations)	27 Feb	Jerry Massey	PH	No
<b>CABINET 20 MAR</b>	Climate Local	To consider the climate local commitment	Cllr Bremner Russell O'Keefe Executive head of strategy, people and democracy	27 Feb	Russell O'Keefe	PH	No

Allocated Items							
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<b>CABINET 20 MAR</b>	Award of grants to voluntary and community sector organisations <b>KEY DECISION</b>	To seek approval of grant awards as part of the voluntary and community sector commissioning programme.	Cllr Arthur Russell O Keefe, Executive head of strategy, people and democracy Ext 2908	27 Feb	Russell O'Keefe	PH	No
<b>CABINET 20 MAR</b>	Community Infrastructure Levy (CIL) <b>KEY DECISION</b>	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 Ext 2225 Gwyn Jones City growth & development manager Ext 2364	27 Feb	Caroline Ryba	PH	No
<b>CABINET 20 MAR</b>	Development management policies and site allocations submission plans <b>KEY DECISION</b>	To approve the development management policies and site allocations plan for submission to the secretary of state	Cllr Bremner Graham Nelson Head of planning  Ext 2530	27 Feb	Jerry Massey	PH	No

Allocated Items							
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<b>CABINET 20 MAR</b>	Phone masts on council buildings and land <b>KEY DECISION</b>	To review and agree the council's policy for placing phone masts on council buildings and land	Cllr Waters  Andy Watt Head of city development services Ext 2691	27 Feb	Jerry Massey	PH	No
<b>CABINET 20 MAR</b>	Sheltered housing statutory consultation with tenants - <b>KEY DECISION</b>	To consider the recommendations for low demand sheltered housing and statutory consultation with tenants	Cllr MacDonald,  Jerry Massey Deputy chief executive (operations)	27 Feb	Jerry Massey	PH	YES - (paragraph 3)
<b>COUNCIL 26 MAR</b>	Development management policies and site allocations submission plans <b>KEY DECISION</b>	To approve the development management policies and site allocations plan for submission to the secretary of state	Cllr Bremner  Graham Nelson Head of planning  Ext 2530	14 Mar	Jerry Massey	PH	No
<b>COUNCIL 26 MAR</b>	Site allocations submission plan	To approve the Site Allocations plan for submission to the secretary of state	Cllr Bremner  Graham Nelson Head of planning Ext 2530	14 Mar	Jerry Massey	PH	No

Allocated Items							
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<b>COUNCIL 26 MAR</b>	Standards - appointment of reserve independent person	To consider the appointment of reserve independent person	Cllr Waters Phillip Hyde	14 Mar	Phillip Hyde	PH	No
<b>COUNCIL 26 MAR</b>	Community Infrastructure Levy (CIL) <b>KEY DECISION</b>	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	14 Mar	Caroline Ryba	PH	No
<b>SCRUTINY 11 APR</b>	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	Cllr Waters Anton Bull Executive head of business	28 Mar	Anton Bull		No



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		identify any areas for improvement and to note successes.	relationship management Ext 2326				
<b>SCRUTINY 11 APRIL</b>	Welfare reform and housing benefit changes	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.	Cllr Waters Caroline Ryba Chief finance officer (S151 Officer) 01223 699292 Anton Bull Executive head of business relationship management Ext 2326	28 Mar	Caroline Ryba	PH	No
<b>ALL MEMBERS BRIEFING 16 APR 18:00 – 19:00</b>	Sustainable communities act	N/A	TBC	N/A	N/A	N/A	N/A
<b>CABINET 17 APR</b>	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	3 Apr	Jerry Massey	PH	No

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<b>CABINET 17 APR</b>	Home improvement agency fees	To review and agree a new fee structure for work carried out by the Home Improvement Agency from July 2013	Ext 2939 Cllr MacDonald Paul Swanborough, strategic housing manager Ext: 2388	3 Apr			
<b>ANNUAL COUNCIL 21 MAY</b>							
<b>SCRUTINY 30 MAY</b>	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			No
<b>SCRUTINY 30 MAY</b>	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			No

**Date to be confirmed**

<b>CABINET</b>	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				
<b>CABINET</b>	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				
<b>CABINET</b>	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				
<b>CABINET</b>	Desktop hardware and software award of contract <b>KEY DECISION</b>	To seek approval for the award of contract for desktop hardware and software	Cllr Waters Anton Bull Executive head of business relationship management Ext 2326	30 Jan	Anton Bull	PH	No
<b>CABINET</b>	Norwich Economic Strategy 2013-2018 Consultation Draft	Draft Economic Strategy Consultation Document for Cabinet Approval	Cllr Arthur Ellen Tilney ext: 2501		Jerry Massey		No

## Scrutiny committee recommendation & request tracking

Date	Topic	Responsible officer	Scrutiny request	Progress	Outcome
31 May 2012	<b>Q4 performance monitoring Payments at post offices (collection rates)</b>	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	<b>Q4 performance monitoring ASB figures</b>	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	<b>Q4 performance monitoring Revenues &amp; benefits improvement plan</b>	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	<b>Foodbanks</b>	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.
19 July 2012	<b>Food banks</b>	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

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19 July 2012	<b>Food banks</b>	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	<b>Tenant scrutiny panels</b>	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	<b>Tenant scrutiny panels</b>	Tracy John	The annual review be received by scrutiny annually	Ongoing, to be entered onto the work programme for Nov 2013	
6 Sept 2012	<b>Street and gully cleaning on Gladstone Street</b>	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
6 Sept 2012	<b>Quarter 1 performance report</b>	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	<b>Assets of community value</b>	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	<b>Night time economy</b>	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	<b>Quarter 2 performance report</b>	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	<b>Normandie tower lifts – (request for scrutiny)</b>	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	<b>Benefits claims process</b>	Anton Bull	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	<b>Section 106</b>	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	<b>Q3 Performance and budget monitoring</b>	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.		
21 Feb 2013	<b>Q3 Performance and budget monitoring</b>	Adrian Akester	For further information with regard to any removed recycling bank facilities and the effect on tonnage of material.		