

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET PORTFOLIO COUNCILLOR or ORGANISATION	SCOPE - REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
6 July 2015	<b>Quarter 4 performance monitoring (14/15)</b>	Cllr Alan Waters, Russell O'Keefe and Phil Shreeve	Identification of any causes for concern and note successes arising from this 6 monthly review of performance monitoring data
6 July 2015	<b>Establishing a local housing company</b>	Cllr Bert Bremner and David Moorcroft	Pre-scrutiny of the report going to cabinet that outlines arrangements for the council towards establishing a local housing company to allow the council to take forward housing development in Norwich.
6 July 2015	<b>Update from May meeting of the Norfolk county health overview and scrutiny committee</b>	Steve Goddard	For the committee to note the work of NHOSC and comment on any implications for Norwich residents for the rep to take back to the next NHOSC meeting.
16 July 2015	<b>Update of the rep for the Norfolk county health overview and scrutiny committee</b>	Cllr Sandra Bogelein	A brief Oral update of the meeting of NHOSC that was held earlier in the day at county hall.  (A written update will be available at the September meeting along with the September update)

16 July 2015	<b>Overview of DWP sanctions</b>	Phil Shreeve	To look at how the council can work with partners to help those who may be affected with a particular focus on young people and the homeless.
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16 July 2015	<b>Benefits processing times</b>	Anton Bull, LGSS and Cllr Alan Waters	To address the performance levels towards improving the average processing time for new housing benefit and council tax reduction scheme claims.
17 September 2015	<b>Update of the rep for the Norfolk county health overview and scrutiny committee (July &amp; Sept report)</b>	Cllr rep and Steve Goddard	For the committee to note the work of NHOSC and comment on any implications for Norwich residents for the rep to take back to the next meeting of NHOSC
17 September 2015	<b>Looking at the co-operative agenda in local government</b>	Cllr Alan Waters, Russell O'Keefe and Phil Shreeve	Looking at co-operative innovations and solutions and suggestions for how Norwich might benefit. (Subject to final agreement over scope)
15 October 2015	<b>Assessment of the corporate plan against the programme of the new government</b>	Cllr Alan Waters, Russell O'Keefe and Phil Shreeve	To gain an overview of the new governments programme and any implications this may have for the council's corporate plan

15 October 2015	<b>Transformation programme for the Council</b>	Cllr Alan Waters and Russell O'Keefe	For the scrutiny committee to comment on and make suggestions towards the development of the council's programme for transformation
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12 November 2015	<b>Quarter 2 performance monitoring (15/16)</b>	Cllr Alan waters, Russell O'Keefe and Phil Shreeve	Identification of any causes for concern and note successes arising from this 6 monthly review of performance monitoring data
12 November 2015	<b>Review of community space - update on progress</b>	Cllr Keith Driver, Russell O'Keefe and Bob Cronk	A report back to the scrutiny committee on how work has progressed since the task and finish group.
12 November 2015	<b>Update of the rep for the Norfolk county health overview and scrutiny committee (Oct report)</b>	Councillor rep and Steve Goddard	For the committee to note the work of the HOSC and comment on any implications for Norwich residents for the residents for the rep to take back to NHOSC
12 November 2015	<b>Update on the delivery of the work plan for the building social inclusion and capital in Norwich project</b>	Cllr Keith Driver and Russell O'Keefe	For the committee to receive and note a briefing paper as an update on progress at this early stage in the work.

17 December 2015	<b>Transformation programme for the Council</b>	Cllr Alan Waters and Russell O'Keefe	Ongoing scrutiny to consider the development of the transformation programme.
17 December 2015	<b>Annual equality information report</b>	Cllr Vaughan Thomas and Phil Shreeve	Pre scrutiny of the report before it goes to cabinet
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17 December 2015	<b>Update of the rep for the Norfolk county health overview and scrutiny committee (Dec report)</b>	Councillor rep and Steve Goddard	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC
28 January 2016	<b>Pre-scrutiny of the proposed policy and budget frame work</b>	Cllr Alan Waters, Russell O'Keefe and Justine Hartley	To make suggestions to cabinet regarding the proposed budget's ability to deliver the council's overarching policy and look into how tenants can use communal areas
28 January 2016	<b>(Environmental strategy) Yearly update on the progress statement</b>	Cllr Bert Bremner, Richard Willson and David Moorcroft	Identification of any issues to consider and note successes and progress reported in the progress statement
25 February 2016	<b>Verge and pavement issues</b>	Cllr Bert Bremner, David Moorcroft and Andy Ellis	To make recommendations to inform the verge parking review and revised A board policy for consideration by cabinet.

25 February 2016	<b>Update of the rep for the Norfolk county health overview and scrutiny committee</b>	Councillor rep	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC
17 March 2016	<b>Annual review of scrutiny</b>	Cllr James Wright and Steve Goddard	To agree the annual review of the scrutiny committee's work 2015 to 2016 and recommend it for adoption of the council
17 March 2016	<b>Push the Pedalways</b>	Andy Watt	
TBC	<b>Academies</b>		(Subject to final agreement over scope)

# FORWARD AGENDA: CABINET, COUNCIL, SCRUTINY AND COMMITTEES and MEMBER BRIEFINGS 2015 – 2016

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
<b>COUNCIL 23 FEB 2016</b>	General Fund revenue budget 2016/17 and capital programme 2016/17 to 2020/21	To propose for approval the budget and budgetary requirement, council tax requirement, level of council tax, and non-housing capital programme, for the financial year 2016-17 and the non-housing capital plan 2016-17 to 2020-21	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO
<b>COUNCIL 23 FEB 2016</b>	Housing rents and budgets 2016-17	To propose for approval the Housing Revenue Account (HRA) budget for 2016-17, council housing rents for 2016-17, the prudent minimum level of HRA reserves 2016-17, the housing capital plan 2016-17 to 2020-21; and the capital programme 2016-17	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO
<b>COUNCIL 23 FEB 2016</b>	Treasury Management Strategy 2016-17	To outline the council's prudential indicators for 2016-17 through to 2018-19 and set out the expected treasury operations for this period.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Philippa Dransfield chief accountant EXT 2562		Justine Hartley	PH	NO

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<b>SCRUTINY 25 FEB 2016</b>	Verge and pavement issues	To make recommendations to inform the verge parking review and revised A board policy for consideration by cabinet.	Cllr Bert Bremner, and Andy Watt		David Moorcroft		
<b>SCRUTINY 25 FEB 2016</b>	Update of the rep for the Norfolk county health overview and scrutiny committee	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC	Councillor rep and Phil Shreeve				
<b>CABINET 9 MAR 2016</b>	Revenue budget monitoring 2015-16 period 10	To provide an update on the current financial position, the forecast outturn for the year 2015-16, and the consequent forecast of the general fund and housing revenue account balances.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Hannah Simpson Group accountant EXT 2561		Justine Hartley	PH	NO
<b>CABINET 9 MAR 2016</b>	Proposed write off of bad debt	To provide an update regarding the write off of non- recoverable debt.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Carole Jowett revenues and benefits operations manager EXT 2684		Justine Hartley	PH	NO
<b>CABINET</b>	Managing Assets -	To consider the disposal of individual	Cllr Stonard		Dave	PH	YES

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Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
<b>9 MAR 2016</b>	<b>KEY DECISION</b>	property assets currently held by the council.	Andy Watt Head of city development services EXT 2691 David Rogers Client property and parking manager EXT 2463		Moorcroft		
<b>CABINET 9 MAR 2016</b>	Security guarding at NCC's three multi storey car parks – <b>KEY DECISION</b>	To agree to award the relevant contract.	Cllr Joanne Day Richard Buckenham				
<b>CABINET 9 MAR 2016</b>	Local Development Scheme	To agree the content of the revised Local Development Scheme (LDS).	Cllr Bert Bremner Mike Burrell planning policy team leader				NO
<b>CABINET 9 MAR 2016</b>	Award of contract for the Passivhaus development of Goldsmith Street – <b>KEY DECISION</b>	To award the contract for the Passivhaus development of Goldsmith Street	Cllr Bremner Andy Watt Head of city development services EXT: 2691 Andrew Turnbull Senior Housing Development Officer EXT: 2778		Dave Moorcroft		NO
<b>CABINET</b>	Three Score phase 2:	To approve the development	Cllr Harris		Dave		NO

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Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
<b>9 MAR 2016</b>	development agreement for affordable housing	agreement for the provision of affordable housing at Three Score phase 2	Andy Watt Head of city development services EXT: 2691 Gwyn Jones City growth and development manager EXT 2364		Moorcroft		
<b>CABINET 9 MAR 2016</b>	Three Score phase 2: development agreement for affordable housing – financial appendices	To consider the appendices to the Three Score phase 2: development agreement for affordable housing report	Cllr Harris Andy Watt Head of city development services EXT 2691 Gwyn Jones City growth and development manager EXT 2364		Dave Moorcroft		YES (Paragraph 3)
<b>CABINET 9 MAR 2016</b>	Planning pre-application advice – review of charges and service standards	To review the existing planning pre-application charging structure and service standards and recommend changes.	Cllr Bremner Graham Nelson, Head of planning Ian Whittaker Planning development manager EXT 2528		Dave Moorcroft		NO
<b>CABINET</b>	Procurement of Works	To review the procurement process	Cllr. Harris		Bob Cronk		NO

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Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
<b>9 MAR 2016</b>	for the Housing capital and revenue programmes 2016-17 – <b>KEY DECISION</b>	for various work programmes and schemes and consider approval to place orders.	Bob Cronk Carol Marney Head of operational property services NPS Norwich Ltd 01603 227904				
<b>SCRUTINY 17 MAR 2016</b>	Annual review of scrutiny	To agree the annual review of the scrutiny committee's work 2015 to 2016 and recommend it for adoption by the council	Cllr James Wright and Phil Shreeve				
<b>SCRUTINY 17 MAR 2016</b>	Push the Pedalways		Andy Watt				
<b>COUNCIL 22 MAR 2016</b>	Appointment of Monitoring Officer	To consider the appointment of the monitoring officer	Cllr Stonard Anton Bull Executive head of business relationship management and democracy EXT 2326		Anton Bull	PH	No

## Scrutiny committee tracker

2015 – 2016

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
11 June 2015	<b>Verge and pavement issues</b>	Andy Watt	For the scrutiny committee members to receive an update on progress regarding verge and pavement issues raised at earlier meetings.	Members received an email update from the head of city development services on 12 June reporting on the current position.  The scrutiny committee will also be pre scrutinising a report that will cover the review of verge and pavement issues at the 25 February 2016 meeting.
11 June 2015	<b>Best practice in tackling transphobic hate crimes</b>	Bob Cronk	For the head of neighbourhood services to provide an update and information as an email briefing to the scrutiny committee	Members can find update on e-councillor under the e-bulletin section or be clicking <a href="#">here</a>
11 June 2015	<b>The council's consultation process</b>	Nikki Rotsos	For a briefing paper to be circulated, for scrutiny members to gain an overview and understanding of the council's current work in this area.	Ongoing

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11 June 2015	<b>The communications approach of the scrutiny committee</b>	Chair of scrutiny and Nikki Rotsos	To make this an ongoing piece of work with a view to make suggestions on how members advertise and publicise their work.	Ongoing
6 July 2015	<b>Self-esteem and aspirations task and finish group; annual update</b>	Russell O'Keefe	Future updates on the progress being made with the work programme, as a result of the self-esteem and aspirations task and finish group.	Expected to be in spring 2016.

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6 July 2015	<b>Quarter 4 performance monitoring (14/15)</b>	Tracy John and Chris Haystead	HCH5 states that our target is to prevent 50% of people who contact us to become homeless: Could it be clarified why this target is so low?	We needed to factor in the challenging environment for homelessness and prevention. While current performance is good, we are working at our optimum within existing resources. As such, shifting external factors (further welfare reform, effect of cuts to services by partner organisations etc) will potentially limit our effectiveness and performance. Therefore, the 50% target is both realistic and challenging. In addition, this would be very good performance compared to most local authorities.
		Chris Haystead	HCH8 the target has reduced from 87% to 77% why is that? Has satisfaction with the housing service gone down?	Satisfaction with the housing service has actually improved considerably. It has increased by over 11% between our survey in 2013 and the one carried out this year, taking overall satisfaction to 81%. This puts us the 3rd best in the country in terms of large local authority landlords. However, the previous target of 87% was unrealistic and we need to ensure targets strike the right balance between being realistic and challenging. As you will be aware, targets are then reviewed each year.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
6 July 2015	<b>Quarter 4 performance monitoring (14/15)</b>	Russell O'Keefe	VFM3 – the target has reduced why is that?	As set out above we need, to ensure targets strike the right balance between being realistic and challenging and 85% had gone beyond challenging to unrealistic.
		Anton Bull	VFM6: how has this measure been revised?	This is a composite of the 4 main elements of council income collected - council tax, NNDR, housing rent and sundry income. Prior to 2012 we had “in-year” collection targets for council tax and NNDR of 96.5% and 98.2%. In measuring the “% of income owed to the council collected” for the 2012-15 corporate plan the amount of council tax and NNDR we had actually collected was taken as a percentage of the amount we expected to collect. In that regard it was actually a percentage of the target percentage not a percentage of the “total amount”. For the new corporate plan we have aimed to simplify this. So now, the % of council tax and NNDR collected are as a percentage of the total amount not the expected amount. (N.B. In year the monthly “amount due” still has to be estimated as there isn't an actual monthly amount due. This is modelled based on typical collection rates from previous years. However, this builds

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6 July 2015	<b>Quarter 4 performance monitoring (14/15)</b>	Adrian Akester	VFM6: how has this measure been revised? (continued)  With regards to the effect of the waste officers door knocking: has there been a pre/post comparison with regards to uptake of recycling, general waste reduction and use of food waste, thus a comparison of numbers before the door knocking and afterwards?	towards a percentage of the total amount due for the year).The target for this has therefore been reduced from 96% to 95% as the change has resulted in the denominator (amount due) getting bigger.  Door knocking was one small part of a much wider and concerted strategy to increase recycling etc. However, pre – implementation of this overall strategy recycling rates were 18% and are obviously now 36%.
17 Sept 2015	<b>Review of cooperative innovations and solutions, and suggestions for how Norwich might benefit</b>	Phil Shreeve	The current offer (both supported by and being offered independent of the council) for new co-operative business start-up and Support  Officers to consider supporting an event to facilitate flow of information of advice to support new and existing co-operative business models	Ongoing  Ongoing

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
17 Sept 2015	<b>Review of cooperative innovations and solutions, and suggestions for how Norwich might benefit</b>		<p>To make members aware of national or regional evidence on the impact of co-operative models on supporting local economies.</p> <p>(Recommend to cabinet) that the LEP be approached to support use of development funds to support cooperative within the Norwich economy</p>	Ongoing

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
15 October 2015	<b>Scrutiny Work Programme 2015 -2016</b>	Phil Shreeve and James Wright	Interest was expressed in setting up a task and finish group to examine creative ways to develop income streams for the city council (it was stressed this would be member-led)	This was dropped at the scrutiny meeting 12/11/2015 following difficulties securing enough members to create a full task and finish group - it was agreed that the chair and councillor Bogelein may wish to consider carrying out some work in this area themselves.
		James Wright	Discussion of income generation led to the suggestion of involving cooperatives in this work. Idea to hold a half-day seminar for senior staff and officers to provide clarification around the way in which they work	Ongoing work by chair
15 October 2015	<b>Assessment of the corporate plan against programme of new government</b>	Phil Shreeve	Invite constituents of Norwich to attend a future meeting of the scrutiny committee to explain the impact of on their lives of the changes to housing funding  Convene a briefing session (after the Spring 2016 budget) for all councillors regarding the issue of housing funding cuts	

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15 October 2015	<b>Draft new blueprint and transformation programme</b>		A member suggested that it was important to engage the public to reach possible solutions in relation to the transformation programme. It was felt vital to encourage participation in public consultation and it was also suggested that the scrutiny committee have a view of the consultation document prior to its release. Resolved to ask the communications team to publish articles in citizen magazine which highlight and explain the many tough choices the council faces in light of continued cuts.	Member of communications team attending scrutiny committee meeting 28/01/2016
12 November 2015	<b>Scrutiny Committee Work Programme</b>		<p>Invite a member of the communications team to the meeting of the Scrutiny Committee to be held on 28 January 2016</p> <p>Circulate work carried out so far pertaining to educational equalities</p>	Completed

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
12 November 2015	<b>Community Space Review</b>	Bob Cronk	It was agreed a website containing a centralised tool for room bookings across all community centres would be worthwhile	Ongoing
17 December 2015	<b>*Transformation Update</b>	Lee Robson	<p>Discuss with the communications team about publishing the changes to the Housing and Planning Bill</p> <p>Provide information on annual turnover/vacancy rates as well as estimated pay to stay impacts and a copy of our submissions to Housing and Planning consultations</p>	<p>Ongoing</p> <p>From April 2015 to Feb 2016 97 sheltered homes relet and 733 general needs. In regard to pay to stay impacts, "We are keeping this policy under review as the Housing and Planning Bill makes its way through Parliament. At this stage we cannot be sure how many tenants would be affected" A copy of the submission to the Housing and Planning consultations can be found on the e-bulletin section of e-councillor</p>

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17 December 2015	<b>Quarterly Performance Report</b>	Phil Shreeve	Ask the strategy manager to liaise with the relevant portfolio holder and head of service to investigate whether an alternative measure for HCH3 (the number of empty homes brought back into use) could be introduced that the council had more active control over	Officers have begun to look at possible options around HCH3 and how different measures could be reported and what that told us about performance. However given uncertainties about future finance and the possible need to revisit the Corporate Plan after the national budget in Spring this would be considered along with a wider discussion on targets and priorities (see Item 4 on the Council agenda for 23 Feb 2016)
	<b>Quarter 2 performance monitoring (2015 – 2016)</b>	Bob Cronk	VFM8: How is this measured? If it is measured by surveying people who got in contact or is it surveyed more widely?	Performance is measured by way of a quarterly survey. Callers to the Council are asked if they'd be prepared to take a short survey. Quarterly performance is reported and a rolling year % is also provided in the commentary. Performance on this measure is determined by response to the following question: How much would you agree or disagree that Norwich City Council seeks people's views about issues that affect your local area? (Local area is the area within 15-20 minutes walking distance from your home.) Answer options: Very satisfied/ satisfied/ neither satisfied nor dissatisfied/ dissatisfied/ very dissatisfied

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17 December 2015	<b>Quarter 2 performance monitoring (2015 – 2016)</b>	Bob Cronk	SCL12: How exactly is resident satisfaction with their local environment measured? Who is surveyed and what is the question?	Performance is measured by way of a quarterly survey. Callers to the Council either telephone or in person, are asked if they'd be prepared to take a short survey. The specific question for this performance measure is: "Overall, how satisfied or dissatisfied are you with your local neighbourhood as a place to live?" (N.B. Local neighbourhood defined as "the area within 15-20 minutes walking distance from your home"). Response options: Very satisfied/ Fairly satisfied/ Neither satisfied nor dissatisfied/ Fairly dissatisfied/ Very dissatisfied/ Don't know
		Andy Watt	The homelessness strategy shows that Norwich is way below the average with regards to preventing homelessness by keeping people in their own homes. How does that relate to the target of preventing homelessness? Would it be worth having a new target to help increase the number of people staying in their own home?	Ongoing
		Andy Watt	SCL07: What is the work that is underway to try and address road casualties?	Ongoing

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17 December 2015	<b>Quarter 2 performance monitoring (2015 – 2016)</b>	<p>Andy Watt</p> <p>Tina Pocklington</p>	<p>SCL 06: What are the reasons that we are behind the target with turning residential areas into 20mph zones? Where does a target of 26% originate from and is the intention to increase this target yearly? How is it determined which areas are turned in 20mph zones?</p> <p>VFM4: From initial assessments, what are the reasons for this high percentage of avoidable contact?</p>	<p>Targets were based upon numbers planned to be delivered against total numbers of properties. Targets are due to increase as zones are increased</p> <p>During April and May the quality of some of the data being gathered was poor and so was not able to be included in the overall analysis. Therefore, during June work was undertaken to streamline and improve the way data was being captured. Changes to our electronic form, clear communication and ongoing targeted training have resulted in improvements in the quality of our data which reflects the current experience of our customers. This has meant that the percentage of avoidable contact is high. As part of setting KPI for next year it is anticipated that this target figure will need to be increased whilst we work collectively to drive down these high levels of avoidable contact.</p>