

CORPORATE OVERVIEW & SCRUTINY PANEL – 17 NOVEMBER 2016

KEY ACTIONS AND SERVICE REVIEW PROGRAMME – UPDATE REPORT

1. INTRODUCTION & PURPOSE

- 1.1 The corporate plan included a delivery plan which set out a number of key actions and reviews for 2016/17. This delivery plan was set out against the background of continued funding reductions.
- 1.2 This report provides an update on work being undertaken, as part of the regular monitoring of the delivery plan.

2. KEY DELIVERY ACTIONS AND SERVICE REVIEWS

- 2.1 The tables set out key delivery actions and service reviews pertinent to each of the overview and scrutiny panels and provide progress updates where available. To ensure a corporate overview this panel is receiving progress updates for all reviews, whereas other panels will receive updates on reviews pertinent to that panel only.

CORPORATE OVERVIEW & SCRUTINY PANEL

Service Review and Terms of Reference		Progress Update
E.3	Supporting Local Business <i>Review the realistic aspirations of the Council in what it wishes to achieve and consider the mechanism for achieving this. Progress through the local plan review to support vibrant localities</i>	Consultations on a draft service review proposal will take place in mid-October, and will be reported to Cabinet in November 2016 for decision. Verbal update to be given at panel.
E.5	Tourism <i>Review the way in which the council engages with the Tourism industry and the delivery of the service</i>	
G.1	Procurement <i>Conclude the review of procurement with the implementation of centre led arrangements and a move towards a procurement partnership</i>	The move to a centre led model continues and it is planned to have completed the change to devolved buying by the end of 2016. The first tranche of purchasing cards have been issued and system testing is currently under way in Agresso so that the Purchasing Coordinators will be able to purchase items directly from suppliers. In relation to the Procurement team the revised structure is currently out to consultation. The review has generated annual savings in the region of £67,000.
O.6	Health & Safety <i>Review arrangements for Health & Safety advice across the Council in light of the management restructure</i>	Completed Service structure review completed and implemented generating savings of £29,000 annually. New working arrangements are now being agreed with Service Managers
O.7	Crematorium <i>Review potential opportunities for a New Forest crematorium</i>	Completed A Crematorium in New Milton has been now granted planning permission. This is a private sector project and implementation is now dependent on the site owner.
R.1	Digital Service Delivery <i>Review of ICT to support greater digital service delivery (having regard to the work of Fit for the Future)</i>	Work is progressing on the ICT Strategy with the reorganisation stream and project portfolio stream advancing to plan. The technology roadmap stream and ICT operating model stream will require certain posts in the new ICT

		organisation to be in place before they can be fully formed but are moving forward as far as possible. The project portfolio stream will feed into the asset management and replacement schedule bid nominations in late October. Corporate overview and scrutiny panel will be appraised of progress in January 2017.
R.2	Pay & Reward <i>To determine a fit for purpose pay & reward strategy related to performance and productivity (having regard to the work of Fit for the Future)</i>	The first priority of this review is to ensure the structure is line with the national living wage and this work is underway.
R.3	Building Works <i>Service delivery review to challenge existing model and maximise outcomes for the council and the customer, including optimising revenue potential and ensuring efficiency and effectiveness of the department</i>	Review scoping completed and report will be presented to EMT and corporate overview and scrutiny panel in November 2016.
R.4	Property Services <i>Review of operations and strategy</i>	Review completed, culminating in a restructure of the previous property services team and the removal of the service manager post generating a £60,000 annual saving.
R.5	Customer Strategy <i>Transform the management of demand through digital customer services and engagement (having regard to the work of Fit for the Future)</i>	Project brief presented to COSP in September 2016 detailing the scope of the review. The Member task and finish group and the project team will meet in early November to commence the review itself with initial findings and recommendations back to COSP in March 2017.

ENVIRONMENT OVERVIEW & SCRUTINY PANEL

Service Review and Terms of Reference		Progress Update
E.1	Local Plan <i>Local plan consultation and draft submission for adoption</i>	Public consultation on Initial Proposals for the Local Plan Review 2016-2036 was undertaken between 15 July and 16 September 2016. 1500 responses to the consultation were received. These are being analysed and will be reported to members as part of the next stage in progressing the Local Plan to Submission stage.
E.4	Building Control <i>Service delivery review of the Building Control service. Consider the sustainability of the existing arrangements and assess alternatives such as multi-authority joint service provision or a joint (arm's length) local authority trading company</i>	Alternative delivery models, including the possibility of a joint commercial venture, are being actively explored in partnership with other Hampshire local authorities. EMT is due to receive an update during November 2016.
G.2	Environmental Health <i>To review all aspects of the delivery of Environmental Health functions (to include Environmental Protection and Commercial)</i>	Service review commenced by Service Manager for Environment and Regulation Service Manager which covers Environmental Protection, Commercial and Licensing. Options appraisal in process prior to report being presented to EMT.
O.1	Waste & Recycling <ul style="list-style-type: none"> - Determine strategy in line with the county wide Project Integra review - Review of bring sites to rationalise costs 	Awaiting findings from the Hampshire wide Project Integra review, anticipated in 2016. Review of existing bring sites has been completed and the rationalisation of sites

		endorsed by Cabinet in October 2016 with an estimated saving of £143,000
O.5	Enforcement Activity (Streetscene) <i>Identify opportunities for joining up enforcement activities of visible officers</i>	The first phase of reviewing staff reporting lines has been completed. A further review to be commenced in 2016/17.

COMMUNITY OVERVIEW & SCRUTINY PANEL

Service Review and Terms of Reference		Progress Update
E.2	Housing Strategy <i>Review the delivery of affordable housing in terms of realistic aspirations of the Council and recent changes in the planning system. Assess the existing constraints and take into account the emerging new Government policy advice. Progress through the local plan review</i>	An interim review (Council Housing Buy-Back & Development Update 2012/13 – 2015/16 and Future Strategy 2016/17 – 2018/2019) has been undertaken and was considered and supported by the Community Overview and Scrutiny Panel at its meeting on 20 September 2016
G.3	Community Safety <i>Review the Council's involvement in community safety (having regard to the Council's statutory responsibilities)</i>	Management review of arrangements is currently underway and will be reported to Panel when completed. Savings in the region of £63,000 have already been made.
O.2	Health & Leisure Centres <i>Set financial targets and scope service delivery review to challenge existing arrangements and maximise outcomes for the council and the customer in the longer term</i>	The management restructure has been completed and identified annual and ongoing savings of £153,000. Focus will now turn to the broader fundamental service review which will aim to consider a range of delivery options for the future. Scoping of the review is expected to be completed by March 2017, with a full review scheduled for 2017 which will develop a feasibility report for the 'preferred' options arising from the scoping
O.4	CCTV/Alarm Monitoring <i>Service delivery review to challenge existing arrangements and maximise outcomes for the council and the customer</i>	A review was undertaken by a member task and finish group to consider the medium term position of the CCTV service. It reported back to the Community and Overview Scrutiny Panel in March 2016 and an action plan agreed for development of the service. Progress against agreed actions was reported to Panel in Sept 2016.

2.2 The £372,000 savings identified to date are annual and ongoing and will directly contribute to the funding shortfall identified in the medium term financial plan.

2.3 Reviews will continue to be monitored and reported upon to ensure they are progressing and that objectives of the review are being met.

3. FINANCIAL IMPLICATIONS

3.1 A clear focus of the reviews is continued financial responsibility with a view to easing funding pressures.

4. RECOMMENDATIONS

4.1 That the Corporate Overview & Scrutiny Panel notes the approach to delivering the service review programme and the progress updates contained within this report.

For Further Information Please Contact:

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Background Papers

Key Action and Service Review Programme
Report – EMT June 2016
Our corporate plan 2016-2020 Delivery Plan
Cabinet Report Feb 2016