

CORPORATE OVERVIEW & SCRUTINY – 16 MARCH 2017

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 appropriate to each of the overview and scrutiny panels and provide progress updates where available. To ensure a corporate overview of all reviews corporate overview and scrutiny panel are receiving progress updates for each review, where other panels will receive updates on reviews pertinent to that panel only. Completed reviews reported at the last update have been removed from the tables.

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>	EMT agreed the restructure of Economic Development and Business Team in January 2017.
E.5	Tourism <i>Review the way in which the council engages with the Tourism industry and the delivery of the service</i>	The new destination marketing company was formed on 7 th February 2017 and detailed transfer arrangements are being finalised.
G.1	Procurement <i>Conclude the review of procurement with the implementation of centre led arrangements and a move towards a procurement partnership</i>	Completed The move to a centre led model has now been completed. Training of Purchasing Coordinators has been undertaken which means they can now use their purchasing cards to purchase items directly from suppliers and the Agresso system has been changed so that Purchasing Coordinators can raise orders directly with suppliers. In relation to higher value contracts, Service Managers have been given a list of contracts for which they are responsible in order to work with the Procurement team to secure the best outcome for each service area. The review has generated annual savings in the region of £67,000.
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>	ICT strategy approved by COSP on 19 Jan and Cabinet on 1 Feb 2017. Work will now commence on the implementation of the strategy.
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 Pay Panel will convene this month with a view to looking in particular at bands 1-4.

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>	A phase 1 service management review (excluding central stores, finance and admin) has been completed and consultation report presented to EMT in October 2016. The establishment of the new structure is now complete. The review has generated annual savings in the region of £74,000. Further phases are underway including a service management review (central stores, finance and admin) driven by the move to the centre-led procurement model and an operational review.
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 is underway and initial findings and early recommendations will be reported 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>	Technical work progressing with a view to preparing and agreeing the Plan for Submission, with pre-submission period for representations in Autumn 2017. Content of Housing White Paper (expected February 2017) will need to be taken into account and will have significant implications for local planning policy formulation.
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. If this initiative does not prove to be satisfactory the Service will remain in house and a further review will be required.
G.2	Environmental Health <i>To review all aspects of the delivery of Environmental Health functions (to include Environmental Protection and Commercial)</i>	Proposed new structure went out for consultation on 30 January 2017. Formal report with consultation feedback to be presented to EMT week commencing 27 February with a view to interviewing to management roles in mid-March.
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 	Still awaiting findings of Project Integra review which includes a cost analysis being undertaken to establish viability of retrofitting Material Recovery Facilities to accept plastic pots, tubs and trays. Update due to HIOWLA Chief Executives on 31 March 2017. Work continues to be undertaken to plan the removal of the 80 plus bring sites in March/April 2017. Publicity to support this is ongoing with all sites being removed having notices on them and publicity on the councils website and social media continues.

O.3	Pest Control <i>Review of pest control to determine future strategy and operation</i>	Phase 1 completed with transfer of staff and responsibilities to the Open Spaces service. Early changes have been made to simplify pricing and processes. A further, more fundamental review is currently being scoped to be submitted to EMT March 2017.
O.5	Enforcement Activity (Streetscene) <i>Identify opportunities for joining up enforcement activities of visible officers</i>	Following the initial review of staffing structure consideration is being given to a more fundamental approach to enforcement activities including the parking service. This is being scoped and will commence 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>	Service Manager review completed. Position of Community Safety Officer deleted which contributed to saving of £63,000 reported previously. Work attaching to Community Safety Officer now undertaken by Partnership Intervention Manager, with dedicated admin support and significant input from Legal Team into safeguarding issues and domestic homicide reviews. Operational arrangements of Community Safety Partnership reviewed with a single Strategy & Delivery Group now responsible for setting strategy and monitoring action.
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>	Scoping of the fundamental review will be reported to EMT in March 2017 and will set out the objectives and approach to the review. The review will be undertaken in 2017/18 and will develop a feasibility report for the 'preferred' options arising from the scoping.
O.8	Community Grants <i>Review financial support and partnership working with community groups</i>	Completed A review has been undertaken of the arrangements for community grants which has made the process more transparent with greater engagement.

2.2 The savings identified to date are annual and ongoing and amount to £446,000. This 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 Corporate Overview & Scrutiny Panel note 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 Nov 2016
Our corporate plan 2016-2020 Delivery Plan
Cabinet Report Feb 2016