

CORPORATE OVERVIEW & SCRUTINY – 21 SEPTEMBER 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 to help contribute to the priorities set. The delivery plan was set out against the background of continued funding reductions and was updated to include reviews for 2017/18
- 1.2 This report provides an update on the 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 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.

CORPORATE OVERVIEW & SCRUTINY PANEL

Service Review and Terms of Reference		Progress Update
GR.1	Financial Strategy <i>To develop a strategic financial plan that is sustainable for the long term</i>	Initial work on the development of the strategy to 2022 has now commenced off the back of the July Medium Term Financial Plan.
GR.2	Income Generation Strategy <i>Delivery of income generation strategy including commercial investment</i>	Leads are being reviewed and the team are actively searching the market for appropriate investment opportunities in line with the strategy.
GR.3	Member Support <i>To review the current democratic process to ensure that the links between the Council and local communities meet the needs of local people</i>	Member Task & Finish Group has now been set up with the first meeting held in July. The T&F Group agreed that a survey of members should be undertaken as the first stage of the review, which will be carried out during August. The next meeting of the T&F Group will take place early in September.
GR.4	Internal Audit	Interim management arrangements have been put in place with a further fuller review to be undertaken early 2018.
PH.4	Tax & Benefits <i>Review in light of changes arising from Universal Credit implementation</i>	Universal Credit is now live with the full service in the Totton area. Roll-out for the rest of the district commences from May 2018 and migration from existing benefits to UC will commence from 2019. Migration is due to be completed by 2022. The introduction of Universal Credit is proving to be demanding on resources, which will continue to be monitored. An update report will

		be presented to EMT in October with a subsequent update to Corporate Overview & Scrutiny Panel in November, which will likely go on to Cabinet in December 2017.
O.4	Accommodation Strategy <i>Develop an accommodation strategy to include operational sites to meet the future needs of the Council</i>	An accommodation strategy will be developed in 2018/19, to include Lymington Town Hall and depots.
R.1	Performance Management <i>Review of Performance Management framework</i>	A review of the current arrangements is underway with a report to EMT in November 2017.
R.2	Digital Service Delivery <i>Improved service delivery through modernised working</i>	The ICT strategy is being reviewed in light of the development of the organisational and financial strategy
R.3	Pay & Reward <i>To determine a fit for purpose pay & reward strategy.</i>	The review of bands 1-4 has been completed and actioned with effect from 1 July. This means the lowest hourly rate for any member of staff is now £8. The organisational strategy will be presented to Cabinet in September.
R.4	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>	Phase 2 service review which includes stores is currently underway reporting back to EMT and scoping of the operational review will be discussed with EMT in September. Forming part of the fundamental review a report was presented to EMT on 21/03/2017 and again on 24/04/2017 to confirm the Building Works budgets and agree the charging mechanism to its clients (predominantly the Housing Revenue Account) for the 2017/18 financial year. These reports are being presented to EMT.
R.5	Customer Strategy <i>To transform the way customers access our services, through the better use of digital service delivery.</i>	Direction of Travel and the procurement of a solution are being developed in line with the organisational strategy.

ENVIRONMENT OVERVIEW & SCRUTINY PANEL

Service Review and Terms of Reference		Progress Update
PH.1	Local Plan <i>Local plan consultation and draft submission for adoption</i>	In progress and an interim report will be received by Cabinet in September 2017.
PH.3	Building Control <i>Service delivery review of the Building Control service.</i>	Review is in progress and the direction of travel being determined.
PH.5	Planning Service <i>To review resources taking into account Housing White Paper and the Local Plan.</i>	Review is ongoing and now awaiting changes in guidance and legislation, including the white paper and fee setting, originally delayed as a result of the general election.
O.1	Waste & Recycling <i>Determine strategy including outcomes of the county wide Project Integra review</i>	A minor management restructure in waste and transportation has taken place and changes as a result of the review of bring banks have been

		implemented.
0.3	Enforcement Activity (Streetscene) <i>Identify opportunities for joining up enforcement activities of visible officers</i>	Review is underway and a management restructure has been undertaken. A further report will be received by EMT in November. A review of shift patterns has seen in an increase in enforcement activity.
0.5	Coastal <i>Ongoing identification and review of coastal schemes and funding arrangements</i>	Development of the application for funding of the Hurst Spit Recharge project has progressed significantly through the coastal team, along with input by the Environment Agency. The funding application (FRM7) will be submitted to the EA during September 2017, with a decision on approval expected by November 2017.

COMMUNITY OVERVIEW & SCRUTINY PANEL

Service Review and Terms of Reference		Progress Update
PH.2	Housing Strategy <i>Review the Councils policy for the provision of all types of housing in the context of the Local Plan review, the recent Housing White Paper, the Councils role as a social landlord and the needs of all residents of the District.</i>	Draft strategy will be reported to EMT in September followed by Community Overview & Scrutiny Panel and Cabinet in October 2017.
0.2	Health & Leisure Centres <i>Service delivery review to challenge existing arrangements and maximise outcomes for the council and the customer in the longer term</i>	A task and finish group from the Community Overview and Scrutiny Panel has been set up and will meet in August with terms of reference to be agreed.

2.2 Savings arising from the reviews will directly contribute to the funding shortfall identified in the medium term financial plan. These have not yet been quantified for 2017/18.

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 note the progress updates contained within this report.

For Further Information Please Contact:

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Background Papers

Annual Performance and Provisional Outturn

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Report 2016/17 – Cabinet July 2017
Our corporate plan 2016-2020 Delivery Plan
Cabinet Report Feb 2016