

**Corporate Services  
Overview and Scrutiny Committee**

**26 February 2014**

**Work Programme 2013/14**

**Recommendations**

That the Corporate Services Overview and Scrutiny Committee:

- 1) Agrees the proposed 2013/14 Work Programme and makes any additional or changes, as required;
- 2) Considers the use of an Action Plan to update the Committee on any actions or recommendations agreed by the Committee; and
- 3) Notes the scheduled future meeting dates.

**1.0 Work Programme**

- 1.1 The proposed Committee Work Programme for 2013/14 is attached at Appendix A.

**2.0 Committee Action Plan**

- 2.1 An Action Plan for the Committee has been created to track any recommendations and actions that are agreed by members at meetings of the Committee.

**3.0 Briefing Notes**

- 3.1 One Briefing Note regarding the Customer Service Excellence Award was incorporated into the agenda for the Committees consideration in December 2013.

**4.0 Dates of Future Meetings**

- 4.1 Future meetings of the Committee have been scheduled for 10a.m. and 2p.m. respectively, on the following dates:
  - 7<sup>th</sup> May 2014
  - 16<sup>th</sup> July 2014

## Appendices:

### Appendix A – Work Programme 2013/14

	Name	Contact details
<b>Report Author</b>	Sally Baxter	<a href="mailto:sallybaxter@warwickshire.gov.uk">sallybaxter@warwickshire.gov.uk</a>
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**Corporate Services Overview and Scrutiny Committee  
Work Programme 2013/14**

Item	Report detail	Date of last report	Date of next report
Questions to the Portfolio Holders / Forward Plan decisions	Report which includes Forward Plan decisions relevant to the remit of the Committee. (Sally Baxter)	N/a	* Standing item for every meeting
Organisational Health Report 2013/14	Quarterly report to scrutinise the financial aspects of the report, with the appendices relevant to the remit of the Committee. (John Betts). The Committee will consider the most recent version.	N/a	* Standing item for every meeting?
Transformation through Strategic Commissioning Programme	<ul style="list-style-type: none"> <li>• To scrutinise the delivery of the Programme, including timescales and updates on service reviews – this will be a verbal update</li> <li>• Final Business Cases to be presented at the discretion of the Chair – additional Board meetings may need to be arranged. (Phil Evans)</li> </ul>	N/a	* Standing item for every meeting
Property Rationalisation Programme and Modern and Flexible Working	<p>Steve Smith will provide an update on the Programme. Members may wish to consider the following areas:</p> <ul style="list-style-type: none"> <li>• how far has the Council progressed and what more can be achieved?</li> <li>• what has been the impact on the community? This to focus on both internal and external customers</li> <li>• what has been the impact on staff, in terms of their ability to deliver the service?</li> <li>• where have services improved as a result of the programme?</li> <li>• what are the service delivery outcomes?</li> </ul>	3 <sup>rd</sup> October 2012	16 <sup>th</sup> October 2013

**Corporate Services Overview and Scrutiny Committee  
Work Programme 2013/14**

Item	Report detail	Date of last report	Date of next report
Public Engagement in Overview and Scrutiny	<p>To consider and approve a methodology for public engagement in Overview and Scrutiny, which will include:</p> <ul style="list-style-type: none"> <li>• How public issues are raised</li> <li>• Different methods of engagement to use</li> <li>• How to identify if engagement in scrutiny activity is required</li> <li>• Who should be engaged and how</li> </ul>	20 <sup>th</sup> February 2013	16 <sup>th</sup> October 2013
WCC Network to Payday Loan Companies	To consider the Council's options with regard to blocking access via the WCC network to payday loan companies. This was agreed at Council on 9 <sup>th</sup> July to be forwarded to the OSC to consider and submit recommendations if required. (Tonino Ciuffini)	N/a	16 <sup>th</sup> October 2013
Treasury Management Outturn Report 2012/13	The Committee to consider the report. (Mathew Dawson)	20 <sup>th</sup> February 2013	16 <sup>th</sup> October 2013
Customer Service Excellence Project	There is an on-going project to achieve the Customer Service Excellence (CSE) standard, which would address the level of community access to services. The Committee to consider the outcome of the assessment. (Tejay De Krester)	12 <sup>th</sup> December 2012	11 <sup>th</sup> December 2013
The Council's Procurement Procedures	To receive a progress report on how the Council's procurement procedures encourage small businesses to bid for Council contracts. (Paul White)	12 <sup>th</sup> December 2012	11 <sup>th</sup> December 2013

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Item	Report detail	Date of last report	Date of next report
Strategic Projects	To consider on update on the WCC approach to managing Strategic Projects (Colin Gordon).	N/a	11 <sup>th</sup> December 2013
Presentation by Human Resources and Occupational Development	To consider the brochure of services and key information on staffing, budget and KPI's.	N/a	26 <sup>th</sup> February 2014
Community Infrastructure Levy	To consider an outline of CIL and its impact on the County Council. Possible joint scrutiny with the Communities OSC. (Ciaran Power / Louise Wall)  This to be followed at a later date with a discussion with representatives from the District/Borough Councils regarding the changes and implications arising from CIL.	N/a	TBC
Traded Services to Schools	TBC	N/a	TBC
Workforce Planning	To consider the impact of budget cuts on staff resources and the changing role of the workforce to achieve the County Council's priorities, together with an overview of staffing for 2014-18 in line with the One Organisational Plan. (Sue Evans)	N/a	March / April 2014
BDUK Project	To receive an overview of the project. (Tonino Ciuffini / Leigh Hunt)	N/a	TBC

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<b>Item</b>	<b>Report detail</b>	<b>Date of last report</b>	<b>Date of next report</b>
Review of Small-holdings	To consider the outcome of the review. (Geoff Taylor)  This item has been deferred to allow for a full report to be considered at the next Committee meeting.	N/a	TBC
Appointment of Chair and Vice-Chair	To formally appoint the Chair and Vice-Chair for 2014/15.	N/a	May/June 2014

**Briefing Notes**

<b>Item</b>	<b>Briefing Note detail</b>	<b>Date requested</b>	<b>Date circulated</b>
Customer Service Excellence Project	An update with regards to achieving the Customer Service Excellence (CSE) standard corporately across the authority.	N/a	3 <sup>rd</sup> December 2013