

Work Programme of the Resources and Governance Board

SUMMARY

- 1.1 At the last meeting of this board members were asked to provide suggestions for the board's annual work programme. Items received have been included in the attached table and the board is asked to consider and adopt a work programme for 2013-14.

RECOMMENDATION

- 2.1 To consider and adopt a work programme for the current municipal year.

REASONS FOR RECOMMENDATION

- 3.1 Scrutiny boards are required to set a strong, robust and timely work programme at the start of each municipal year.

SUPPORTING INFORMATION

- 4.1 Scrutiny boards are expected to identify topics and set their work programme at the start of each municipal year. The work programme may include items for topic review to support policy development, but also to scrutinise other items which enable the board to hold the executive to account. Both aspects should only include items that fall within the board's remit and may include internal as well as external facing services.
- 4.2 In setting its work programme the board should consider adopting the following principles
- Strategic vs operational issues
 - Focus on outcomes for local residents
 - In order to deliver its health scrutiny role the board should seek to scrutinise and hold to account local health trusts.
- 4.3 At the last meeting of the board members were asked to submit potential topics for review and these have been included in the attached work programme.

OTHER OPTIONS CONSIDERED

5.1 None

This report has been approved by the following officers:

Legal officer	N/A
Financial officer	
Human Resources officer	N/A
Service Director(s)	
Other(s)	Phil O'Brien – Head of Democratic Services

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Background papers:	None
List of appendices:	Appendix 1 – Implications

IMPLICATIONS

Financial and Value for Money

- 1.1 None arising from this report

Legal

- 2.1 Scrutiny boards are expected to set annual programme at the start of the municipal year. None arising from this report.

Personnel

- 3.1 None arising from this report.

Equalities Impact

- 4.1 None arising from this report.

Health and Safety

- 5.1 None arising from this report.

Environmental Sustainability

- 6.1 None arising from this report

Asset Management

- 7.1 None arising from this report.

Risk Management

- 8.1 None arising from this report.

Corporate objectives and priorities for change

- 9.1 Our aim is to work together so that Derby people enjoy good health and well-being and an active cultural life.

Resources & Governance Board Work Programme 2013/14

8 July	<ul style="list-style-type: none"> • Discretionary Welfare Payments • Draft work programme • Scoping report for review of Call-in procedure
19 August	<ul style="list-style-type: none"> • Individual Electoral Registration services • Report on proposed changes to the Call-in procedure • Council Annual Report
7 October	<ul style="list-style-type: none"> • Traded Services – how is the council seeking to maximise income opportunities from trading services e.g. HR, selling payroll, IT to local schools and voluntary sector groups • Review of ICT – to look at Council's ICT requirement, its expenditure and how this is controlled at the corporate level; and efficiency savings
19 November	<ul style="list-style-type: none"> • Scrutiny of the Resources Directorate Budget 2014-15
3 February	<ul style="list-style-type: none"> • Procurement – to receive an update on the procurement process, the contracts register and consider how local businesses can be supported by the procurement process.
7 April	
Topic Review Customer experience	<p>Review of Customer Experience</p> <p>Objective To examine customer experience of contacting the Council The review would examine:</p> <ul style="list-style-type: none"> • Why people come into contact with Council e.g. make payments, report issues, receive services • How people contact the Council e.g. face to face; telephone; on line • customer services standards and how we are delivering against them • customer feedback of contact with council <p>Process The review would receive evidence from customers services staff, look at actual numbers, visit council customer service centre, and conduct a customer survey of their experience</p> <p>Timescale September - December</p>