

Dear Members

Resources Scrutiny Committee

A meeting of the Resources Scrutiny Committee will be held on **Tuesday 22 September 2026 at 6.30pm** in the **Craddock Room, Civic Centre, Riverside, Stafford** to deal with the business as set out on the agenda.

Please note that this meeting will be recorded.

Members are reminded that contact officers are shown at the top of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.



Head of Law and Governance

RESOURCES SCRUTINY COMMITTEE

22 SEPTEMBER 2026

Chair - Councillor M G Dodson

AGENDA

- 1 Minutes of 23 June 2026 as previously published on the Council's website.
- 2 Apologies
- 3 Public Question Time - Nil
- 4 Councillor Session - Nil
- 5 Called in Items - Nil
- 6 Members' Items - Nil

Page Nos

- 7 Officers' Reports
 - ITEM NO 7(a) **Q1 Performance Report** 3 - 10
HEAD OF BUSINESS SUPPORT AND ASSURANCE
 - ITEM NO 7(b) **Local Government Reorganisation** -
HEAD OF BUSINESS SUPPORT AND ASSURANCE
 - ITEM NO 7(c) **Work Programme - Resources Scrutiny Committee** 11 - 15
HEAD OF LAW AND GOVERNANCE

Membership

Chair - Councillor M G Dodson

J A Barron	E G R Jones
E L Carter	P A Leason
P C Edgeller	A R McNaughton
M G Dodson	A Nixon
R A James	J P Read

Priority Delivery Plan for 2026-27

Priority 3 - Extract re Climate Change

Summary of Progress as at end of Quarter 1

			N/A	Total Number of Projects/Actions
Work completed	Work in progress but behind schedule	Work not yet started	Action not yet due	
			1	1

Summary of Successes as at Quarter 1
N/A

Summary of Slippage as at Quarter 1
N/A

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Delivery of Climate Change Action Plan	Review delivery against Action Plan and report to Climate Action Board					Progress reports will be provided to the Board quarterly and the Cabinet every six months	N/A

Priority Delivery Plan for 2026-27

Priority 4 - Effective Council

Summary of Progress as at end of Quarter 1

			N/A	Total Number of Projects/Actions
Work completed	Work in progress but behind schedule	Work not yet started	Action not yet due	
	1			1

Summary of Successes as at Quarter 1
N/A

Summary of Slippage as at Quarter 1
A work programme to provide more services on line and improve accessibility is being developed, but is behind schedule. It is anticipated that this will now be completed in quarter 2.

Priority 4 - Effective Council

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Provide more services online and improve accessibility	Work with services to produce a work programme	X				Meetings have taken place with service managers and a work programme is being developed	
	Delivery of the work programme (key actions will be added once the plan has been developed and approved)		X				
Consultation	Develop a work plan for consultation/engagement with the public and stakeholders on key projects that affect our communities eg the production of the local plan.		X				
Local Government Reorganisation	Develop an action plan to respond to the Government's Proposals for Local Government Reorganisation.		X				
	Delivery of the action plan (key actions will be added once the plan has been developed and approved)			X	X		

KPIs for Priority 3 - Extract re Climate Change

Symbol	Description	Qtr 1	Qtr 2	Qtr 3	Qtr 4	End of Year
✓	Performance on or exceeds target	4				
▲	Performance < 5% below target					
✗	Performance > 5% below target					
	TOTAL KPIs DUE TO BE REPORTED	4				

Priority 3 – Extract re Climate Change

Indicator	Year End 25/26	Target 26/27	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 26/27	Rating Symbol	Comments
Climate Change									
Advice and support on energy efficiency and sustainability provided to businesses	0	100	26					✓	
Advice and support on sustainability/community energy projects with communities	0	20	6					✓	
Engagement with education establishments on sustainable education	0	60	60					✓	
Energy Advice Service to residents (numbers engaged)	100	100	39					✓	

KPIs for Priority 4 - Effective Council

Symbol	Description	Qtr 1	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance on or exceeds target	7				
	Performance < 5% below target					
	Performance > 5% below target					
N/A	Reported Annually / Not Applicable					
	TOTAL	7				

Priority 4: Effective Council

Indicator	Year End 25/26	Target 26/27	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 26/27	Rating Symbol	Comments
Good Customer Experience									
Days taken to process new Housing Benefit and Council Tax Claims	17.1	20 days	6.8					✓	
Days taken to process new Housing Benefit and Council Tax change of circumstances	2.7	9 days	7.2					✓	
% of calls answered	96.2%	95%	95.2%					✓	
Number of calls answered	63,849		18,162					N/A	This is not a measure but gives context to the performance in call handling
Average call wait time	58 seconds	90 seconds	73 seconds					✓	
Number of services (forms) available online	85	N/A	137					N/A	

Indicator	Year End 25/26	Target 26/27	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 26/27	Rating Symbol	Comments
Number of online transactions	80,952	N/A	23,535					N/A	
Funding Council Services									
% of Council Tax collected annually	97.5%	98% at end of year	28.5					✓	
% National non-domestic rates (NNDR) collected	97.6%	98% at end of year	30.3					✓	
Good Governance									
Freedom Of Information requests within time i.e. 20 working days	88.4%	85%	90%					✓	
Number of public consultations/engagement exercises undertaken		New						Annual	

Agenda Item 7(c)

Work programme - Resources Scrutiny Committee

Committee:	Resources Scrutiny
Date of Meeting:	22 September 2026
Report of:	Head of Law and Governance
Portfolio:	Resources Portfolio

1 Purpose of Report

- 1.1 The purpose of this report is to present the Resources Scrutiny Committee's Work Programme.

2 Recommendations

- 2.1 That the report be noted.

3 Key Issues

- 3.1 The first stage in achieving a Member-led Overview and Scrutiny process is to develop a Work Programme for the Members of the Committee to own.
- 3.2 Accordingly, an up-to-date copy of the Resources Scrutiny Committee's Work Programme is provided for Members to consider or amend as appropriate.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with the following Corporate Business Objective 1:-

To deliver sustainable economic and housing growth to provide income and jobs.

5 Report Detail

- 5.1 Members will recall that one of the fundamental philosophies behind the creation of Overview and Scrutiny is that the process should be Member-led and the first stage in achieving this is to develop a Work Programme that is:-

- Owned by all Members of the Scrutiny Committee
- Flexible to allow the Committee to react to urgent items
- Contain aspects of both Overview and Scrutiny

5.2 Therefore, at each scheduled meeting of the Resources Scrutiny Committee, an up-to-date copy of the Work Programme will be provided for Members to consider or amend as appropriate.

5.3 The Work Programme includes provision for the Committee to scrutinise appropriate items delivered through the Council's Service Delivery Plan up to twelve months in advance, whilst maintaining the flexibility to respond to any issues that may arise.

5.4 Accordingly, attached at **APPENDIX** is the Resources Scrutiny Committee's current Work Programme to consider or amend as appropriate.

6 Implications

6.1 Financial

None

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equalities and Diversity

The Borough Council considers the effect of its actions on all sections and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

6.6 Health

None

6.7 Climate Change

None

7 Appendices

Appendix: Work Programme

8 Previous Consideration

None

9 Background Papers

File available in Law and Governance

Contact Officer: Jackie Allen

Telephone Number: 01785 619552

Ward Interest: Nil

Report Track: Resources Scrutiny Committee - 22 September 2026
(Only)

Key Decision: N/A

Appendix

Resources Scrutiny Committee

Work Programme

Tuesday 15 December 2026 at 6:30pm

Report Deadline: Monday 30 November 2026

Officer Reports: **Review of the Constitution**
Head of Law and Governance

Q2 Performance Report
Head of Business Support and Assurance

Local Government Reorganisation
Head of Business Support and Assurance

Work Programme
Head of Law and Governance

Monday 18 January 2027 at 6:30pm

Report Deadline: Monday 4 January 2027

Officer Reports: **General Fund Revenue Budget and Capital Programme**
Deputy Chief Executive (Resources)

Fees and Charges Review
Deputy Chief Executive (Resources)

Work Programme
Head of Law and Governance

Tuesday 23 March 2027 at 6:30pm

Report Deadline: **Monday 8 March 2027**

Officer Reports:

Review of the Constitution

Head of Law and Governance

Q3 Performance Report

Head of Business Support and Assurance

Local Government Reorganisation

Head of Business Support and Assurance

Work Programme

Head of Law and Governance

Future Items:

Approval of Business Cases

LGR progress

Six monthly review of additional resource to the Revenues and Benefits Collection Department