

Dear Members

**Resources Scrutiny Committee**

A meeting of the Resources Scrutiny Committee will be held on **Monday 25 November 2024** 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

25 NOVEMBER 2024

Chair - Councillor M J Winnington

## AGENDA

- 1 Minutes of 2 July 2024 as previously published on the Council's website
- 2 Apologies
- 3 Public Question Time - Nil
- 4 Councillor Session - Nil

### Page Nos

- 5 Called in Items - Nil
  - 6 Members' Items - Nil
  - 7 Officers' Reports
- ITEM NO 7(a) **Q2 Performance Report** 3 - 35  
HEAD OF TRANSFORMATION AND ASSURANCE
- ITEM NO 7(b) **Review of the Constitution** 36 - 38  
HEAD OF LAW AND GOVERNANCE
- ITEM NO 7(c) **Work Programme** 39 - 42  
HEAD OF LAW AND GOVERNANCE

## Membership

Chair - Councillor M J Winnington

K M Aspin	B McKeown
E L Carter	A Nixon
M G Dodson	J S Powell
R A James	J P Read
A M Loughran	M J Winnington

**Agenda Item 7(a)****Quarter 2 Performance Report for 2024-25**

<b>Committee:</b>	Resources
<b>Date of Meeting:</b>	25 November 2024
<b>Report of:</b>	Head of Transformation and Assurance
<b>Portfolio:</b>	Councillor R P Cooke, Resources Portfolio

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**1 Purpose of Report**

- 1.1 To advise Members on the progress in delivering the Council's priorities and performance at the end of the quarter 2 for 2024-25.

**2 Recommendations**

- 2.1 To note the progress made during quarter 2 in the delivery of the Council's priorities and performance as set out in **APPENDICES 1 AND 2**.

**Reasons for Recommendations**

- 2.2 The performance information allows Cabinet to monitor progress in delivery of the Council's corporate priorities and operational services.

**3 Key Issues**

- 3.1 Priority Delivery Plans (PDPs) for 2024/25 have been produced pending the development of a new Corporate Business Plan. They set out the Council's key strategic and operational priorities and the key actions to deliver these.
- 3.2 Overall, 67% of the key actions have been delivered or are on schedule to be completed. Progress in delivering the PDPs is summarised in 5.3 of the report and set out in detail in **APPENDICES 1A TO 1D**.
- 3.3 With regard to the operational performance of the key services of the Council, 52% of targets have been met or exceeded. Further details can be found at 5.6 and in **APPENDIX 2**.

**4 Relationship to Corporate Priorities**

- 4.1 The indicators and actions contribute individually to all of the Council's priorities.

## 5 Report Detail





5.1 The Corporate Business Plan 2021-24 sets out the Council's overarching priorities. Pending the development of the new corporate business plan, the overarching priority themes remain the same but new priority delivery plans have been developed setting out the key strategic and operational priority projects and the key actions to deliver these.

### Priority Delivery Plans

5.2 The Priority Delivery Plans are set out in **APPENDICES 1A TO 1D**, to this report. These plans establish the actions and timetable for delivery and form the basis of the Council's performance reporting framework.

5.3 A commentary on performance and a rating for each of the actions set out in the Delivery Plans is given in **APPENDICES 1A TO 1D**. A summary of progress, by rating, is given in table 1 below.

**Table 1: Summary of progress in delivery of key projects/actions for Quarter 1**

Performance Rating	Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	Actions due Quarter 2	Actions not yet due	Total Number of Actions
Corporate Business Plan Priority						N/A	
The Economy	3	1	4		8	19	27
Community	4		1		5	19	24
Climate Change					0	3	3
The Council	3	3	2		8	9	17
<b>Total</b>	<b>10</b>	<b>4</b>	<b>7</b>		<b>21</b>	<b>50</b>	<b>71</b>





5.4 At the end of quarter 2, of the 21 projects/actions due for delivery in this period:

- 14 (67%) have been completed or are on target to be completed; and
- 7 (33%) are behind schedule.

### Key Performance Indicators

5.5 In addition to the Delivery Plans, performance is also reported against the delivery of key operational services; Key Performance Indicators (KPIs) for these services are set out in **APPENDIX 2**. In summary:

**Table 2 - Summary of key performance indicators for Quarter 1**

Corporate Business Plan Priority					N/A	Total Number of KPIs
	Performance exceeds target	Performance on target	Performance < 5% below target	Performance > 5% below target	Not Available / Annual	
<b>The Economy</b>	3		1	1	2 awaited	<b>7</b>
<b>Community</b>	5	3	4	1	6	<b>19</b>
<b>The Council</b>	3		3	1	6	<b>13</b>
<b>Total</b>	<b>11</b>	<b>3</b>	<b>8</b>	<b>3</b>	12 + 2 awaited	<b>39</b>

5.6 Of the 27 indicators due to be reported on in quarter 2:

- 14 indicators show performance on or above target (52%);
- 11 indicators show performance below target (41%); and
- 2 are awaited (7%).

## 6 Implications

### 6.1 Financial

There are no direct financial implications arising from the report. The financial management of the PDPs is standard in accordance with Financial Regulations and any measure to address a performance shortfall as reflected in a PDP report will require compensatory savings to be identified in the current year and be referred to the budget process for additional resources in future years.

### 6.2 Legal

None

### 6.3 Human Resources

None

### 6.4 Risk Management

The Council's Strategic Risk Register sets out the risks the Council faces in delivering its priorities.

### 6.5 Equalities and Diversity

Equality and diversity matters are addressed in individual services areas and by undertaking equality impact assessments for projects and programmes of work where this is necessary and appropriate.

**6.6 Health**

None

**6.7 Climate Change**

None

**7 Appendices**

- Appendix 1A: The Economy
- Appendix 1B: Community
- Appendix 1C: Climate Change
- Appendix 1D: The Council
- Appendix 2: Key Performance Indicators

**8 Previous Consideration**

None

**9 Background Papers**

Corporate Plan 2021-24

**Contact Officer:** Judith Aupers

**Telephone Number:** 01543 46411

**Ward Interest:**





**Report Track:** Cabinet 05/12/24  
Resources Scrutiny Committee  
Economic Development and Planning Scrutiny  
Community Wellbeing Scrutiny Committee

**Key Decision:** No

## Priority Delivery Plan for 2024-25

### Priority 1 - The Economy

#### Summary of Progress as at end of Quarter 2

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1 and 2	3	1	4		8
3					10
4					9
TOTAL	3	1	4		8 to Q2



#### Summary of Successes as at Quarter 2

Planning consent secured for the demolition of the former Co-op department store and the Guildhall Shopping Centre  
National Planning Policy Framework consultation - submission of consultation response.



#### Summary of Slippage as at Quarter 2

Delays to Stafford Station Gateway project as the Council is yet to receive confirmation of the funding award from MHCLG.  
Delay in introducing S106 monitoring fees and commencing review of S106 policy and procedures.



## Priority 1 - The Economy

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Delivery of major economic growth regeneration projects</b>	<b>Stafford Town Centre Transformation (Future High Street Fund)</b>						
	• Commence work on Station Approach project		X			Works are now scheduled to commence in early 2025	
	• Conclude acquisition of former Co-operative department store		X			Contracts set to exchange/complete in early November 2024	
	• Secure planning consents for demolition of Guildhall Shopping Centre and former Co-operative department store			X			
	• Commence demolition works to Guildhall Shopping Centre			X			
	• Commence demolition works to former Co-operative department store			X			
	• Identify development delivery route for cleared Guildhall and Co-op sites including delivery model, scheme development mix, funding model and procurement and details of public consultation					X	



Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	<b>Stafford Station Gateway</b>						
	<ul style="list-style-type: none"> <li>Establish Programme Board and governance arrangements</li> </ul>		X			Confirmation of Levelling Up Funding award from MHCLG is still outstanding	
	<ul style="list-style-type: none"> <li>Acquisition of commercial interests (subject to confirmation of Levelling Up Funding award from MHCLG)</li> </ul>			X			
	<ul style="list-style-type: none"> <li>Commence remediation works on site (subject to confirmation of Levelling Up Funding award from MHCLG)</li> </ul>				X		
	<b>UK Shared Prosperity Fund</b>						
	<ul style="list-style-type: none"> <li>Implement and deliver the UKSPF projects in year 3 of the Council's approved Investment Plan, working towards full allocation of spend by 31 March 2025 and delivery of outputs</li> </ul>				X		
<b>Local Plan</b>	<ul style="list-style-type: none"> <li>National Planning Policy Framework (NPPF) consultation response &amp; local impacts</li> </ul>		X			Consultation response submitted	

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	<ul style="list-style-type: none"> <li>Review of evidence base for new Local Plan</li> <li>Review approach to Development Strategy for new Local Plan</li> </ul>			X			
	<ul style="list-style-type: none"> <li>Revised Local Development Scheme (LDS) and Local Plan resource requirements including evidence base</li> <li>Agree approach to Design Coding and Conservation Area Appraisals</li> </ul>				X		
<b>Development Management service improvement and transformation</b>	<ul style="list-style-type: none"> <li>Re-introduce pre-application advice on a chargeable basis</li> </ul>			X			
	<ul style="list-style-type: none"> <li>Commission External review of Development Management service</li> </ul>		X			Consultant has been appointed following a competitive procurement exercise.	★
	<ul style="list-style-type: none"> <li>Complete External review of Development Management service and development of improvement service delivery plan</li> </ul>			X			
	<ul style="list-style-type: none"> <li>New Planning system scoping and specification</li> </ul>				X		





Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	<ul style="list-style-type: none"> <li>Review planning enforcement service provision and protocols/ policy</li> </ul>				X		
<b>Planning Obligations - Review of Policy and Allocations</b>	<ul style="list-style-type: none"> <li>Charging schedules for Section 106 and Biodiversity Net Gain (BNG) monitoring fees               <ul style="list-style-type: none"> <li>Cabinet approval</li> <li>Implementation</li> </ul> </li> </ul>		X	X		BNG monitoring fees approved at Cabinet. Draft S106 charging schedule produced; currently finalising report with input from Finance.	
	<ul style="list-style-type: none"> <li>Implement Exacom system for BNG</li> </ul>			X			
	<ul style="list-style-type: none"> <li>Planning Obligations Working Group               <ul style="list-style-type: none"> <li>Establish group and terms of reference</li> <li>Agree governance and schedule of meetings</li> </ul> </li> </ul>		X			Report to return to Leadership Team but has not been signed off by Finance. Still awaiting comments.  Governance and meeting schedule to follow once report signed off.	
	<ul style="list-style-type: none"> <li>Programme &amp; Project Allocations including Cannock Chase SAC and Leisure through updated evidence base</li> </ul>					X	

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Land Charges</b>	Full review of Land Charges service to include a review of current processes and IT system		X			Land Charges service review complete. Review of IT systems carried out and recommendations made for replacement system. Processes under review to align with replacement system	★
	Transformation of Land Charges scoped and timeline in place to drive this forward			X			
	Procure replacement IT System				X		
	Working towards transformed service				X		

## Priority Delivery Plan for 2024-25

### Priority 2 - The Community

#### Summary of Progress as at end of Quarter 2

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1&2	4		1		5
3					7
4					12
<b>TOTAL</b>	<b>4 (80%)</b>		<b>1 (20%)</b>		<b>5 up to Q2</b>

#### Summary of Successes as at Quarter 2

Health inequalities funded projects all successfully completed, utilising all £193,833 of allocated external funding.

#### Summary of Slippage as at Quarter 1

Delay in commencing water testing program due to limited availability of specialist contractor. Testing will commence Q3


## Priority 2 - The Community

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Housing and Homelessness Strategy and approach to building new Council homes</b>	Prepare documents to commission Stafford Housing Strategy including approach to developing Council Housing			X			
	Start procurement for Stafford Housing Strategy				X		
	Prepare documents to commission consultants to scope the feasibility of a housing development on Council owned land			X			
	Start procurement to scope the feasibility of development on a Council owned site				X		
	Completion of Stafford Homelessness and Rough Sleeper Strategy				X		
<b>Review of the Leisure, Culture and Heritage Contract</b>	Finalise Freedom Leisure Strategic Partnership Plan				X		
<b>Design and Deliver Stafford Borough's approach to Health</b>	Complete delivery of health inequalities funded projects		X			All funded projects successfully completed.	★

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	Evaluation of health inequalities funded projects to inform future activity			X			
	Commence work on drafting Community Wellbeing Strategy, setting out priorities across community safety and health				X		
<b>Waste and Recycling - Kerbside collection contract (2025-2032)</b>	Review current waste collection service			X			
	Review potential extension options with incumbent waste collection contractor				X		
	Report to Cabinet on extension option or re-procurement requirement				X		
<b>Waste and Recycling - Introduction of mandatory food waste kerbside collections [ * denotes action subject to confirmation of government funding settlement]</b>	Design of new service model and discussions with contractor			X			
	Consider and action revenue settlement offered by Government			X*			
	Cabinet approval for new service, start date, and permission to spend				X*		

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	Prepare to tender for the procurement of food waste caddies				X*		
<b>Tree Management (OP3)</b>	Review current services and establish requirements (including Tree Protection Orders)				X		
<b>Play Area / Parks Improvements (OP4)</b>	Review condition of current play areas and funding availability for improvements and cyclical maintenance			X			
	Create improvement programme				X		
<b>Private Water Supply (OP6)</b>	Review of current position	X				Review undertaken, follow up carried out on audit reports to understand current position of the service to facilitate required changes	★
	Ensure staff have undergone training and are certified competent to deliver this testing regime	X				Water sampling training completed by 2 members of staff, who are now competent to carry out water sampling activities	★
	Formulate a delivery plan for testing for all supplies due to be tested		X			Delivery Plan has been formulated and high-risk supplies identified. Specialist contractor commissioned to lead on complex supplies will commence sampling in Q3	★







Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	Commence testing program		X			Due to limited availability of specialist contractor, testing will commence Q3	
	Complete testing program for 24/5. Plan program from 25/6				X		

## Priority Delivery Plan for 2024-25

### Priority 3 - Climate Change

#### Summary of Progress as at end of Quarter 2

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1 and 2					0
3					3
4					0
<b>TOTAL</b>					<b>0 due to Q2</b>

#### Summary of Successes as at Quarter 2

No actions due in this quarter

#### Summary of Slippage as at Quarter 2





## Priority 3 - Climate Change

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Climate Change Strategy</b>	Revised Climate Change Strategy developed and in place			X			
	Recruitment of staff to support delivery of strategy and monitor operational delivery			X			
	New Governance Structure in place to track operational delivery			X			

## Priority Delivery Plan for 2024-25

### Priority 4 - The Council

#### Summary of Progress as at end of Quarter 2

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1&2	3	3	2		8
3					4
4					5
<b>TOTAL</b>	<b>3</b>	<b>3</b>	<b>2</b>		<b>8 to end Q2</b>





#### Summary of Successes as at Quarter 2

Work on upgrading the Council's infrastructure has commenced. The new switches have been procured and work is underway to plan for their installation.

#### Summary of Slippage as at Quarter 2

There has been some slippage on the Transformation and Digital strategies. Both strategies have been drafted and considered by Leadership Team. They are being amended and will be submitted to Cabinet for approval in quarter 3.





## Priority 4 - The Council

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
<b>Closure of the Accounts</b>	Closure of the accounts 23/24				X		
	Catch up on closure of previous years accounts			X			
<b>Transformation Strategy and Plan</b>	Approval of the Transformation Strategy and Plan		X			The strategy has been drafted and considered by Leadership Team. Strategy to be amended and submitted to Cabinet early in Q3	
	Brief Senior Management Team on the strategy		X			Completed	
	Complete scoping work to support development of the Transformation work programme			X			
	Develop the Transformation work programme				X		
<b>Digital Strategy</b>	Finalise the digital technology strategy		X			The strategy has been drafted and considered by Leadership Team. Strategy to be amended and submitted to Cabinet early in Q3	
	Procurement of switches for Infrastructure Upgrade	X				Procurement completed.	

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	Plan for installation of new switches		X			Planning has commenced for the installation of the new switches. Plan will be completed early in Q3	✓
	Installation of new switches				X		
	Identify IT systems in need of replacing over next 3 years		X			Completed - systems have been identified	★
	Assessment and prioritisation of systems to be replaced		X			The list of systems to be replaced has been reviewed and priorities agreed for the next 3 years. To be discussed and agreed with Leadership Team	✓
	Technology Board to approve systems to be replaced			X			
	Note - Project plans will be developed for each system once prioritisation has been agreed and the PDP will be updated accordingly						
<b>Strategic asset management including the review of key assets</b>	<b>Corporate Assets ICT System</b>						
	Research Systems available		X			Alternative systems are being explored - 2 systems demos have been completed	✓





Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	Draft specification for new system				X		
	<b>Insurance Reinstatement Valuations</b>						
	Secure Budget			X			
	Commission Service Provider to complete Valuations				X		

### Summary of Key Performance Indicators (KPIs) for 2024/25 - as at end of Quarter 2

Symbol	Description	The Economy	The Community	The Council	Total
	Performance exceeds target	3	5	3	11
	Performance on target		3		3
	Performance < 5% below target	1	4	3	8
	Performance > 5% below target	1	1	1	3
N/A	Reported Annually / Not Applicable	2 awaited	6	6	12 + 2 awaited
	TOTAL	7	19	<b>13</b>	39




## KPIs for Business Objective 1 - The Economy





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






Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Planning</b>									
Major Planning Applications determined within time	91.89%	60%	80%	87.5%				★	
Non-major Planning Applications determined within time	78.56%	70%	87.3%	86.1%				★	
Major Planning Applications overturned at appeals as percentage of no. applications determined	New	< 10%	1.7%	Data awaited					Calculation is rolling 2 year period to Q2 24/25
Non-major Planning Applications overturned at appeals as percentage of no. applications determined	New	< 10%	1.3%	Data awaited					Calculation is rolling 2 year period to Q2 24/25
<b>Building Control</b>									
Applications registered and acknowledged within 3 days of valid receipt	98%	95%	94%	92%				✘	Staff shortages have slightly delayed the processing of applications.
Full plans applications with initial full assessment within 15 days of valid receipt	85%	80%	78%	87%				★	






**Appendix 2**

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
Customers satisfied or very satisfied with the service	85%	90%	100%	80%					There were very few returns this quarter with one negative response.


## KPIs for Business Objective 2 - The Community

Symbol	Description	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance exceeds target	5			
	Performance on target	3			
	Performance < 5% below target	4			
	Performance > 5% below target	1			
N/A	Reported Annually / Not Applicable	6			
	TOTAL	19			

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Operations - Waste &amp; Recycling</b>									
% collections completed first time	NEW	99.90%	99.96%	99.97%					No target previously. Propose target set at 99.90% as target.
Number of missed bin collections (including assisted) / 100,000 / qtr.	NEW	<40 per 100,000	44 per 100,000	36 per 100,000					Not previously reported in this current format. 1,023,000 collections/qtr. (avg)
% Household waste sent for re-use, recycling and composting	45.4%	48%	52.17%	50.04%					Improved quality and reduced material weights have reduced overall tonnages of recycling collected.
Amount of household residual waste collected per household (Kgs)	109.68 kgs / per qtr.	<448 kgs or 110 kgs / qtr.	109.09 kgs	107.51 kgs					Target format changed from per quarter to annual total for consistency.
<b>Operations - Streetscene</b>									
% residents' satisfied with the appearance of town centres (Stafford / Stone)	97%	90%	95%	93%					Surveys taken from customers making contact with the Council





Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Environmental Health</b>									
% of food businesses inspected	New	100%	27%	45%					Inspections are being carried out in line with risk ratings and backlog is being recovered
% of food businesses inspected which are broadly compliant (rating of 3 or better)	New	N/A	95%	95%				N/A	This is a measure, not a target
% of service requests responded to within target (all service areas)	New	95%	92%	90%					A small number of requests have slightly missed the allocated target response
% Environmental Protection Act permitted processes inspected in line with risk rating	New	100%	28%	52%					
% Taxi / PHV fleet inspected	New	90%	27%	41%					Small backlog will be recovered during Quarter 3
% Taxi / PHV fleet compliant	New	90%	82%	86%					Trade compliance is not quite at the level expected but is expected to improve







Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
% of eligible private water supplies tested and follow up actions completed	New	100%	N/A	N/A				N/A annual target	Specialist contractor to be engaged from Q3 to undertake high risk inspections during Q3 / 4
<b>Leisure</b>									
Annual Report from Freedom Leisure setting out the performance of all facilities, including comparison to previous years as well as narrative on the wider wellbeing work and events they facilitate.								N/A	Annual report only
<b>Housing Assistance</b>									
No of DFGs completed		125	21	42				★	Quarterly Targets: 20, 30, 30, 45 And annual report with wider data.
<b>Strategic Housing &amp; Homelessness</b>									
% households had a positive outcome and secured accommodation for 6 + months	New	41%	57%	60%				★	Target compared to previous quarters national average

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
Delivery of affordable housing per year working with Registered Providers, Developers and Homes England		210 homes						N/A	Annual figure rather than quarterly reporting
<b>Community Safety &amp; Partnerships</b>									
Number of residents/cases dealt with via the CAB	New	N/A	689	656				N/A	Contextual information only
Total value of financial outcomes achieved as a result of the CAB contract	New	N/A Measure only	£1,476,609	£1,056,239				N/A	Dealt with debt of nearly £1.3m.
Community Safety Partnership Hub referrals and case closures within 3 months	New	90% closed within 3 months	32 referrals 91% closed	31 referrals 85% closed					This can be a measure of effectiveness - i.e. resolution provided or "managed risk" achieved. Some cases, however, require more significant work to reach this point, and need to remain open longer. This is the situation at this time.



## KPIs for Business Objective 4 - The Council

Symbol	Description	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance exceeds target	3			
	Performance on target				
	Performance < 5% below target	3			
	Performance > 5% below target	1			
N/A	Reported Annually / Not Applicable	6			
	<b>TOTAL</b>	<b>13</b>			

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Local Taxation and Benefits</b>									
Days taken to process new HB/CT Claims	29.1	20 days	27.6	20.8					Performance in August and September was better than target
Days taken to process new HB/CT change of circumstances	7.1	9 days	8.3	3.3					
% of Council Tax collected annually	97.6%	98% by year end	28.8%	55.8%					
% National non-domestic rates (NNDR) collected	97.9%	98% by year end	31.2%	50.2%					
<b>Transformation &amp; Assurance</b>									
% of calls answered	92%	94%	95.8%	97.8%					
Average call wait time	1.42	2 min	1.07	0.38					
Number of calls answered	New	N/A	14747	14134				N/A	This is not a measure but gives context to the performance in call handling

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
<b>Law &amp; Governance</b>									
FOI requests within time i.e. 20 working days	New	85%	77%	76%				✘	
<b>Corporate Assets</b>									
% of buildings with a valid annual landlord Gas Safety Record	New	100%							Annual KPI
% of buildings with a valid Electrical Certificate (within 5 years)	New	100%							Annual KPI
% of passenger lifts that have a valid 6 monthly thorough examination record	New	100%							Annual KPI
% of buildings that have a current Legionella risk assessment	New	100%							Annual KPI
% of buildings that have a current Fire risk assessment	New	100%							Annual KPI

## Agenda Item 7(b)

# Review of the Constitution

**Committee:** Resources Scrutiny  
**Date of Meeting:** 25 November 2024  
**Report of:** Head of Law and Governance

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## 1 Purpose of Report

- 1.1 To agree the mechanism with which to undertake the annual review of the Constitution.

## 2 Recommendation / Proposal of Cabinet Member

- 2.1 That Committee establish a Task and Finish Review Working Group in order to undertake a review of the Council's current Constitution.

## 3 Key Issues and Reasons for Recommendation

### Summary of Key Issues

- 3.1 The review of the Council's Constitution falls under the remit of the Resources Scrutiny Committee, and the Monitoring Officer is required to review the Constitution on an annual basis.

### Reasons for Recommendations

- 3.2 Changes to the Constitution need to be approved by the Council after consideration of a recommendation by Resources Scrutiny Committee.
- 3.3 The Committee are requested to establish a Task and Finish Review Working Group in order to undertake a review of the Council's current Constitution.
- 3.4 In the interim, Members and Officers will be requested to inform the Monitoring Officer of any issues in the Constitution that they feel should be reviewed.

## **4 Relationship to Corporate Priorities/Corporate Business Objectives**

4.1 The Constitution supports all of the Council's Corporate Priorities.

## **5 Report Detail**

5.1 The Constitution requires the Monitoring Officer to annually review the Constitution.

5.2 As in previous years, the Scrutiny Committee are requested to establish a Task and Finish Review Working Group, with all Members of the Council invited, to undertake a review of the Constitution.

5.3 The proposed dates and times of the Review of the Constitution Task and Finish Review Working Group are as follows:-

- 5.30 pm on Tuesday 21 January 2025
- 5.30 pm on Thursday 13 February 2025
- 5.30 pm on Wednesday 5 March 2025 (Followed by the scheduled Resources Scrutiny Committee on that evening to confirm the amendments)

5.4 Members, and Officers, will be requested to inform Monitoring Officer of any issues in the Constitution that they feel should be reviewed.

## **6 Implications**

### **6.1 Financial**

Nil

### **6.2 Legal**

Nil

### **6.3 Human Resources**

Nil

### **6.4 Risk Management**

Nil

### **6.5 Equality and Diversity**

Nil

**6.6 Climate Change**

Nil

**7 Appendices**

Appendix 1:

**8 Previous Consideration**

Nil

**9 Background Papers**

Nil

**Contact Officer:** Ian Curran

**Telephone Number:** 01785 619220

**Ward Interest:** Nil

**Report Track:** Resources 25 November 2024 and 5 March 2025;  
Council 8 April 2025

**Key Decision:** N/A

## Work Programme - Resources Scrutiny Committee

<b>Committee:</b>	Resources Scrutiny
<b>Date of Meeting:</b>	25 November 2024
<b>Report of:</b>	Head of Law and Governance
<b>Portfolio:</b>	Resources

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### **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.

#### **Reasons for Recommendations**

- 2.2 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 Key Issues**

- 3.1 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 3:-

To be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.

## **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**

Nil

### **6.2 Legal**

Nil

### **6.3 Human Resources**

Nil

### **6.4 Risk Management**

Nil

### **6.5 Equalities and Diversity**

Nil

### **6.6 Health**

Nil



**6.7 Climate Change**

Nil

**7 Appendices**

None

**8 Previous Consideration**

Nil

**9 Background Papers**

File available in Law and Administration.

**Contact Officer:** Ian Curran

**Telephone Number:** 01785 619220

**Ward Interest:** Nil

**Report Track:** Resources 25 November 2024 (Only)

**Key Decision:** N/A

## Agenda Items - Resources Scrutiny Committee

Tuesday 21 January 2025 at 6:30pm

Report Deadline Monday 23 December 2024

Officer Reports:

- General Fund Revenue Budget and Capital Programme**  
Deputy Chief Executive - Resources
- Fees and Charges Review**  
Deputy Chief Executive - Resources
- The Procurement Act**  
Head of Law and Governance
- Work Programme**  
Head of Law and Governance

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Wednesday 5 March 2025 at 6.30pm

Report Deadline: Tuesday 18 February 2025

Officer Reports:

- Q3 Performance and End of Year Update**  
Head of Transformation and Assurance
- Review of the Constitution**  
Head of Law and Governance
- Business Planning Report**  
Head of Law and Governance
- Work Programme**  
Head of Law and Governance

### Future Items:

- Procurement
- Transformation - priority areas: system upgrades, finance changes
- Synergy between CCDC and SBC (shared services)
- IT Projects
- Approval of business cases