

Supplementary Committee Agenda



Overview & Scrutiny Select Committee Framework Task & Finish Panel Wednesday, 27th February, 2019

Place: Council Chamber - Civic Offices

Time: 7.00 pm

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4. OVERVIEW & SCRUTINY SELECT COMMITTEE FRAMEWORK - REVIEW (Pages 3 - 16)

To consider draft terms of reference and work programmes for the new select committees proposed to be established as part of the Panel's review of the current overview and scrutiny select committee framework.

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STRONGER COMMUNITIES SELECT COMMITTEE

DRAFT TERMS OF REFERENCE 2019/20

Core Areas of Responsibility

1. To provide scrutiny for the following corporate projects:
 - **Customer Excellence** - Delivering services that put the customer at the heart of everything we do.
 - **Behaviours and Insights** – Future-proofing the Council’s service provision by understanding customer needs and expectations over the next ten years and beyond.
 - **Partnerships** – working with public, private and third sector partners to deliver and develop services to our community, businesses and visitors to the district including shared and cross-border working.
2. To monitor levels of customer satisfaction and provide scrutiny of services that are not performing to standard and develop proposals for their improvement. This will also include matters of concern that are identified by the Stronger Council Select Committee in its review of Corporate Key Performance Indicators.

Scrutiny Role of the Select Committee

1. To engage in policy review and development, with a focus on improvement and how this can be best achieved.
2. To develop a work programme each year that effectively scrutinises the areas of responsibility outlined above.
3. To consider any matter referred by the Overview and Scrutiny Committee, Cabinet or a Portfolio Holder and to make recommendations as appropriate.
4. To look outwards and show community leadership.
5. To consider the effect of Government actions or initiatives that affect the Select Committees areas of responsibility and the impact on customers, residents, businesses and visitors to our district, and to respond to consultation activities as appropriate.
6. To establish working groups and task and finish panels to undertake any activity within these terms of reference.
7. To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers to help develop policy.
8. To monitor and review relevant projects and associated closure and benefits reports.
9. To engage with the community and encourage community engagement.

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**Stronger Communities Select Committee
Work Programme
2019/20**

Item	Deadline	Progress and Comments	Programme of Meetings
"What are our customers telling us?"	Quarterly report of customer satisfaction and feedback		2 nd July 2019
Digital Inclusion	July report on project progress and future strategy October strategy update January strategy update April strategy update		1 st October 2019 21 st January 2020 21 st April 2010
Universal Credit and its impacts on our customers and services	July - Initial findings and recommended actions from the officer working group January – further findings, review of previous recommended actions and further recommendations.		
New Customer Service Strategy	Presentation to October meeting and quarterly update on key objectives thereafter		
Data insight led review of customer service outlets	Report to January meeting with options and recommendations for short, medium and long-term options		
Service reviews as a result of performance concerns	TBD		

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STRONGER COUNCIL SELECT COMMITTEE

DRAFT TERMS OF REFERENCE 2019/20

Core Areas of Responsibility

1. To provide scrutiny for the following corporate projects:
 - **People Strategy**
 - **Accommodation Strategy**
 - **Digital Enablement**
2. To monitor the **Corporate Plan Action Plan performance report** and provide scrutiny of services that are not performing to standard and develop proposals for their improvement. The Stronger Council Select Committee in its review of Corporate Key Performance Indicators can task other Select Committees to review service performance and develop proposals for improvement.

Scrutiny Role of the Select Committee

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**Stronger Council Select Committee
Work Programme
2019/20**

Item	Deadline	Progress and Comments	Programme of Meetings
Corporate Plan Action Plan (KPI's by exception) – performance scrutiny	Corporate Action Plan KPI's, Q1 Apr, May, Jun – 9 th July meeting Q2 Jul, Aug, Sept - 8 th Oct meeting Q3 Oct, Nov, Dec - 14 th Jan meeting Q4 Jan, Feb, Mar – 14 th Apr meeting Live system reporting – by exception. No pre distributed reports, projection of live data on the night.		9 th July 2019 8 th October 2019 14 th January 2020 14 th April 2010
People Strategy	July and Oct - Project reporting, issues focussed		
Digital Enablement	Prioritisation of Council Technology strategy. Outcome focussed. 14 th January 2020.		
Accommodation	July and Oct - Project reporting, issues focussed		
Financial Issues Paper	Scrutiny of MTFS 20/21 onwards		
Draft budget scrutiny	20/21 budget setting (joint with F&PMCC)		
Asset Management Strategy	Council asset strategy (new)		

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STRONGER PLACE SELECT COMMITTEE

DRAFT TERMS OF REFERENCE 2019/20

Core Areas of Responsibility

1. To provide scrutiny for the following corporate projects:
 - **Local Plan Delivery**
 - **St Johns Road**
 - **North Weald**
 - **Council Housebuilding**
 - **Economic growth, skills and employment**
2. To have overview of the Waste and Leisure Contract performance and provide scrutiny of services that are not performing to standard and develop proposals for their improvement.
3. To have overview of the green agenda helping to inform policy and future proofing the place.

Scrutiny Role of the Select Committee

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4. To consider the effect of Government actions or initiatives that affect the Select Committees areas of responsibility and the impact on customers, residents, businesses and visitors to our district, and to respond to consultation activities as appropriate.
5. To establish working groups and task and finish panels to undertake any activity within these terms of reference.
6. To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers to help develop policy.
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**Stronger Place Select Committee
Work Programme
2019/20**

Item	Deadline	Progress and Comments	Programme of Meetings
Economic Strategy	Draft strategy to June meeting		25 th June
North Weald Airfield Masterplan	Appointment of masterplanners – decision scrutiny – June Interim report – pre cabinet scrutiny – September Final report – post cabinet scrutiny - March		17 th September 10 th December 24 th March
St Johns Road development	Project report in September		
Waste Contract	December. Performance and amendments.		
Green agenda – energy, sustainable transport	tbc		
Service reviews as a result of performance concerns	ongoing		
Council Housebuilding	December. Progress and issues.		

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Task and Finish Group - Select Committee				
OUTLINE WORKPLAN AND TIMETABLE - DRAFT				
Committee Name				
Month	O&S	Stronger Council	Stronger Community	Stronger Place
May-19				
Jun-19	4th			25th. Economic Strategy - draft. North Weald Airfield Masterplan - appointment of masterplanners
Jul-19	16th	9th. Performance Q1, Financial Issues paper, People and Accom strategy update	2nd. Universal Credit - initial findings and recs. Digital Inclusion	
Aug-19				
Sep-19	3rd			17th. North Weald Airfield Masterplan interim report - pre scrutiny. St Johns Road Project.
Oct-19		8th. Performance Q2, People and Accom strategy update	1st. Digital Inclusion strategy update. Customer Strategy (new)	
Nov-19	19th			
Dec-19				10th. Waste Contract. Council Housebuilding. Green agenda item
Jan-20	28th	14th. Performance Q3, Draft budget scrutiny, Digital Enablement update	21st. Customer strategy performance. Customer service outlet options appraisal. UC further findings. Digital inclusion update.	
Feb-20				
Mar-20	17th			24th. North Weald Masterplan Final Report (post scrutiny). Green agenda item
Apr-20		14th. Performance Q4. Asset management strategy	21st. Customer strategy performance. Digital inclusion update.	

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