

# **Report to Overview & Scrutiny Committee**

**Date of meeting: 15 October 2020**

**Portfolio:** Leader (Councillor C Whitbread)

**Subject:** Overview and Scrutiny – Corporate Programme Governance and Reporting

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## **Recommendations/Decisions Required:**

- (1) That the Committee understand the internal governance that has been established to manage and deliver the programmes of work aligned to the Stronger council ambitions in 2020/21;
- (2) That the committee note the programmes of work aligned to the Stronger select ambitions
- (3) That the committee note the scope of the corporate programme of work and associated benefits in 20/21 which will be used to baseline Corporate performance management.
- (4) That the committee decide on the scope of reporting required for Overview & Scrutiny in 20/21. Specifically deciding on whether all programmes and projects contained within this document should be presented to Stronger council or only key identified projects.

### **Options:**

- a. Summary of progress at programmes of work and project level
  - b. Summary of progress at a Stronger Select level with exceptions reported at a project level
- (5) That the committee reviews the report in relation to the performance of the programme of work for 20/21 and notes the following exceptions flagging as Red:
- a. **Telecare offering project:** Due to delay in cessation of service following withdrawal of ECC tender. Milestones will be re-baselined in Q3
  - b. **ICT Restructure:** Due to delay in completion of restructure.
  - c. **Local Plan:** Due to delay in the review of main modifications document as a result of inspectors limited capacity to review.
1. Corporate plan programmes scope and performance measurement report
- (6) That the committee reviews the Q1 and Q2 performance of KPIs that were previously used in 19/20 and note those KPIs that have not been reported
2. Quarterly KPI performance report

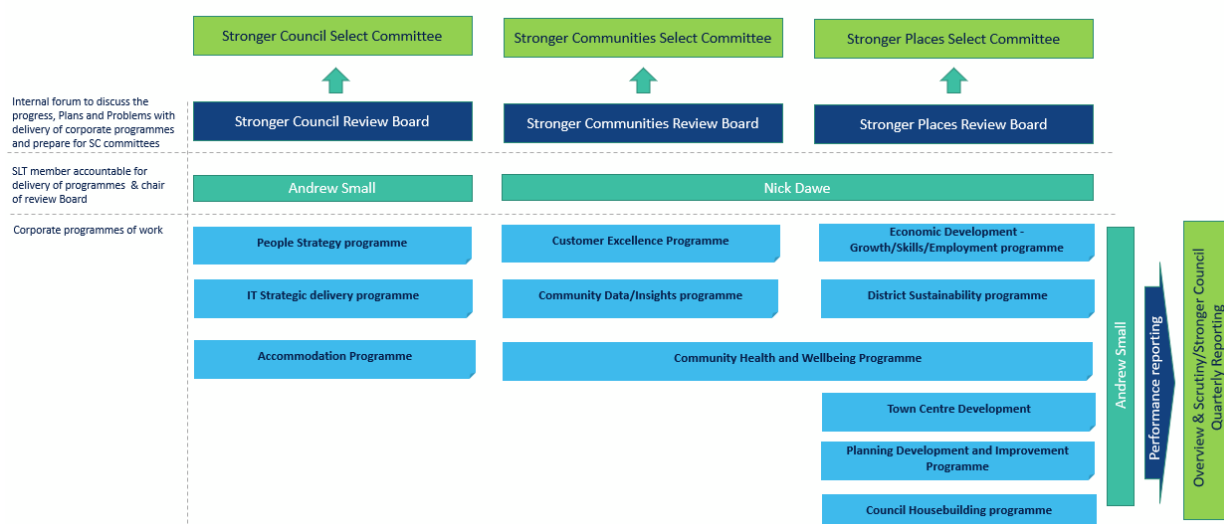
- (7) That the committee reviews the recommended KPIs that are suggested for 20/21 and make any decisions to remove or include additional KPIs across the service areas

### 3. Recommended KPIs for 20/21 performance in Q3 report

## Report:

### (1) Internal Corporate Governance structure

An internal officer governance structure has been established to focus on the delivery of the Corporate programmes aligned to the Stronger ambition objectives. Each programme will have a clear brief, with defined benefits and a milestone plan which will be reviewed and discussed on a monthly basis and key information and decisions taken to the relevant select committees. Programmes will be led by a director enabling Corporate Performance management to be aligned with individual performance management.



### (2) Stronger ambition Corporate Programme Alignment

All projects have been aligned under the one of the 3 Stronger select agendas as detailed below. It is noted that as our recovery planning and response evolves projects will evolve and there are clear interdependencies across the programmes.

Stronger Communities Programmes and Projects, (SRO Nick Dawe)
<b>Community Health and Wellbeing Programme</b> Lead officer: Jen Gould <ul style="list-style-type: none"> <li>Community health and wellbeing project (Pilot in WA and Ongar)</li> <li>Review and Rationalisation of Epping Forest Museum Collection</li> </ul>

<p><b>Customer Excellence Programme</b></p> <p>Lead Officer: Rob Pavey</p> <ul style="list-style-type: none"> <li>▪ Fix the Basics</li> <li>▪ Customer Culture Development</li> <li>▪ Digital customer journey</li> <li>▪ Partnership hub</li> <li>▪ Digital Payments</li> <li>▪ Digital Members journey</li> <li>▪ Integrated website</li> </ul>
<p><b>Community Data/Insights Programme</b></p> <p>Lead Officer: Rob Pavey</p> <ul style="list-style-type: none"> <li>▪ Research and feasibility recommendations</li> </ul>
<p><b>Stronger Place programmes and projects (SRO Nick Dawe)</b></p>
<p><b>Community Health and Wellbeing Programme</b></p> <p>Lead Officer: Jen Gould</p> <ul style="list-style-type: none"> <li>▪ Private Sector letting initiative</li> <li>▪ Sheltered Housing review</li> <li>▪ Telecare offering review</li> </ul>
<p><b>Council Housebuilding Programme</b></p> <p>Lead Officer: Deborah Fenton</p> <ul style="list-style-type: none"> <li>▪ Council Housebuilding project</li> <li>▪ Housing and Asset Management system</li> <li>▪ Service Charge Review/Great Place to live</li> </ul>
<p><b>District Sustainability Programme</b></p> <p>Lead Officer: Kim Durrani/Alison Blom-Cooper</p> <ul style="list-style-type: none"> <li>▪ Climate Emergency actions</li> <li>▪ Strategic Alternative areas of natural growth</li> <li>▪ Sustainable Transport</li> </ul>
<p><b>Planning Development and Improvement Programme</b></p> <p>Lead Officer: Nigel Richardson/Alison Blom-Cooper</p> <ul style="list-style-type: none"> <li>▪ Digital Planning Process Improvement and digital solution</li> <li>▪ Local Plan</li> </ul>
<p><b>Economic Development</b></p> <p>Lead Officer: Julie Chandler</p> <ul style="list-style-type: none"> <li>▪ Digital Enablement and Gateway</li> <li>▪ Enterprise zone</li> <li>▪ Feasibility on Epping Forest cultural and community hub</li> </ul>

<ul style="list-style-type: none"> <li>▪ Local Business and Suppliers</li> <li>▪ Local Skills and Opportunities</li> </ul>
<p><b>Town Centre Development</b></p> <p>Lead Officer: Julie Chandler</p> <ul style="list-style-type: none"> <li>▪ EFDC Investment Assets</li> <li>▪ Town Centre Development</li> <li>▪ Safer Spaces</li> <li>▪ Leisure Management contract</li> <li>▪ Waste Management contract</li> </ul>
<b>Stronger Council Programmes and Projects, (SRO Andrew Small)</b>
<p><b>Accommodation Programme</b></p> <p>Lead officer: Louise Wade</p>
<p><b>IT Strategy Programme</b></p> <p>Lead Officer: Paula Maginnis</p> <ul style="list-style-type: none"> <li>▪ ICT Restructure</li> <li>▪ Business Application review</li> <li>▪ Cyber security review</li> <li>▪ Service Management Project</li> <li>▪ Mobile Phone project</li> <li>▪ Infrastructure refresh project</li> <li>▪ Flexible and Remote working</li> <li>▪ Device, Desktop and Laptop strategy</li> </ul>
<p><b>People Programme</b></p> <p>Lead Officer: Paula Maginnis</p> <ul style="list-style-type: none"> <li>▪ Attracting, Onboarding and Retaining talent project</li> <li>▪ Developing our skills and behaviours project</li> <li>▪ Engagement and Wellbeing project</li> <li>▪ High Performing and Flexible workforce project</li> <li>▪ Internal Policy and process improvement project</li> </ul>

**Reason for decision:** To enable Overview & Scrutiny committee to review progress of delivery for Corporate Programmes and KPIs and to decide on the level of reporting at future scrutiny meetings

**Legal and Governance Implications:**

There are no legal or governance implications arising from the recommendations of this report. However, any implications arising from actions to achieve specific objectives or benefits will be identified by the responsible Service Director.

**Safer, Cleaner, Greener Implications:**

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the Safer, Cleaner and Greener

initiative, or any crime and disorder issues with the district. Relevant implications arising from actions to achieve specific objectives or benefits will be identified by the responsible Service Director.

**Consultation Undertaken:**

Leadership Team

Overview & Scrutiny Committee

**Background Papers:**

Strategy and Corporate plan

**Risk Management:**

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from re-planning or actions to achieve specific objectives or benefits will be identified by the responsible service director during business planning and communicated to the Corporate Risk Management Group.