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Nottingham City Council
Overview and Scrutiny Committee

Date: Wednesday 11 May 2022

Time: 2.00 pm

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

[signature]

Director for Legal and Governance

Senior Governance Officer: Laura Wilson   **Direct Dial:** 0115 8764301

2022
8 June
6 July
7 September
5 October
9 November
7 December

2023
4 January
8 February
8 March

If you need any advice on declaring an interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting

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Overview and Scrutiny Committee
11 May 2022

Terms of Reference

Report of the Head of Legal and Governance

1   Purpose

1.1   To ensure all members of the Overview and Scrutiny Committee are aware of the terms of reference for the Committee, and the implications for the operation of the Committee during the year.

2   Action required

2.1   The Committee is asked to note the Terms of Reference for the Committee, to be approved at Council on 9 May 2022.

3   Background information

3.1   On 9 May 2022 Council will establish the Overview and Scrutiny Committee and agree its Terms of Reference.

3.2   The Committee is asked to note its Terms of Reference at this, its first meeting of the new municipal year.

4   List of attached information

4.1   Terms of Reference for the Overview and Scrutiny Committee.

5   Background papers, other than published works or those disclosing exempt or confidential information

5.1   None.

6   Published documents referred to in compiling this report

6.1   The City Council's Constitution.

6.2   Report to Council on 9 May 2022.

7   Wards affected

7.1   All.

8   Contact information

8.1   Laura Wilson
        Senior Governance Officer
        0115 8764301
        laura.wilson@nottinghamcity.gov.uk

Overview and Scrutiny Committee

Terms of Reference

Description
The Overview and Scrutiny Committee (the Committee) is a politically balanced Non-Executive Committee of Council. While the Council operates an Executive form of governance the establishment of an Overview and Scrutiny Committee is a statutory requirement in order to discharge the functions conferred by the Localism Act 2011 and other relevant legislation. The Committee is accountable to Council and will report annually to Council on its activities during the previous year.

The Committee will offer constructive review, feedback and challenge to the Council's Executive and other relevant local decision makers on their decisions, actions, policy, strategy and performance.

Purpose
The purpose of the Overview and Scrutiny Committee is to:
(a) hold local decision-makers, including the Council's Executive and the Boards of the Council's group of companies, to account for their decisions, actions, performance and management of risk
(b) review existing policies and strategies of the Council and other local decision-makers where they impact on Nottingham citizens
(c) contribute to the development of new policies and strategies of the Council and other local decision-makers where they impact on Nottingham citizens
(d) explore any matters affecting Nottingham and/ or its citizens
(e) make reports and recommendations to relevant local agencies with respect to the delivery of their functions, including the Council and its Executive
(f) review decisions made but not yet implemented by the Council's Executive in accordance with the Call-in Procedure.

Objectives
The Overview and Scrutiny Committee will:
(a) develop and manage a work programme to ensure all statutory and other roles and responsibilities are fulfilled for matters not within the remit of the other scrutiny committees to the required standard and which covers review and development of key strategic issues, policies and strategies relevant to Nottingham and its residents, and which adds value through the examination of issues of local importance and concern, in accordance with the scope and approach set out in Article 11 – Overview and Scrutiny.
(b) to work with the other scrutiny committees to support effective delivery of a co-ordinated overview and scrutiny work programme
(c) monitor the effectiveness of its work programme and the impact of outcomes from overview and scrutiny activity

(d)   regularly review the decisions, actions and performance of the Council's Executive and other relevant local decision makers, including the Council's group of companies, in order to fulfil its role in holding those decision makers to account. This role will be co-ordinated with those of the Audit Committee and the Companies Governance Executive Committee.

(e)   receive petitions in accordance with the Council's Petitions Scheme

(f)   consider any relevant matter referred to it by any of its members and consider any relevant local government matter referred to it by any Nottingham City Councillor.

The Overview and Scrutiny Committee has no decision making powers but has the power to:

(a)   require members of the Council's Executive, and certain other local decision makers, to: provide information to the Committee, to attend meetings, and answer questions posed by the Committee in relation to their Executive role

(b)   invite other persons to attend meetings of the Committee to provide information and/ or answer questions

(c)   make recommendations and provide reports to relevant decision makers, and in particular the Council's Executive, on matters within their remits. The Council's Executive and other relevant decision makers have a duty to respond in writing to such recommendations within two months of receipt.

The Overview and Scrutiny is required to consider Crime and Disorder matters at least once every Municipal Year:

Further detail on the rules and procedures relating to Overview and Scrutiny, including the Call-in Procedure, can be found in Article 11 – Overview and Scrutiny.

Sub-Committees

An Overview and Scrutiny Call-in Sub-Committee will be established to review decisions taken but not yet implemented by the Council's Executive in accordance with the Call-in procedure outlined in Article 11 – Overview and Scrutiny.

Note: Separate committees are established by Council for the scrutiny of health and social care and the scrutiny of issues related to children and young people. These are not sub-committees this Committee.

Membership and Chairing

The Overview and Scrutiny Committee has 12 members.

Members of the Executive are excluded from membership of the Committee

Executive Assistants responsible for assisting on a Portfolio within the remit of this Committee are excluded from membership of the Committee.

The Chair of the Committee will be appointed by Full Council at its Annual General Meeting. The Chair cannot be a Chair of the Board of any of the Council's Group of companies.

The role of Vice Chair will be held jointly by the Chair of the Health and Adult Social Care Scrutiny Committee and the Chair of the Children and Young People Scrutiny Committee.

The Overview and Scrutiny Committee may choose to appoint co-opted members to the Committee. Voting arrangements for co-optees will be in accordance with the scheme of voting rights for co-opted member of overview and scrutiny committees set out in Article 11 – Overview and Scrutiny.

Substitutes
Substitute members are permitted for this committee.

Quorum
The standard quorum for Council committees applies to this committee.

Frequency of Meetings
The Overview and Scrutiny Committee will meet a minimum of three times per year. The usual frequency of meetings will be once a month, with the exception of August.

Duration
There is no limit on the lifespan of the Overview and Scrutiny Committee.

Overview and Scrutiny Committee
11 May 2022

Establishment of the Overview and Scrutiny Call-In Sub-Committee

Report of the Head of Legal and Governance

1   Purpose

1.1   To establish the Overview and Scrutiny Call-In Sub-Committee for 2022/23, and note its Terms of Reference and membership.

2   Action required

2.1   The Committee is asked to

(a) Establish the Overview and Scrutiny Call-In Sub-Committee

(b) Note the Terms of Reference for the Overview and Scrutiny Call-In Sub-Committee, to be approved at Council on 9 May 2022

(c) Note the membership of the Overview and Scrutiny Call-In Sub-Committee, to be approved at Council on 9 May 2022.

3   Background information

3.1   The terms of reference for Overview and Scrutiny Committee require it to appoint the Overview and Scrutiny Call-In Sub-Committee to respond to the call-in of Executive decisions prior to implementation.

3.2   The Chair of the Overview and Scrutiny Committee is the Chair of the Overview and Scrutiny Call-In Sub-Committee, and the Vice-Chairs of the Overview and Scrutiny Committee will be the Vice-Chairs of the Overview and Scrutiny Call-In Sub-Committee.

4   List of attached information

4.1   Terms of Reference for the Overview and Scrutiny Call-In Sub-Committee.

4.2   Membership of the Overview and Scrutiny Call-In Sub-Committee.

5   Background papers, other than published works or those disclosing exempt or confidential information

5.1   None.

6   Published documents referred to in compiling this report

6.1   The City Council's Constitution.

6.2   Report to Council dated 9 May 2022.

7   Wards affected

7.1   All.

8   Contact information

8.1   Laura Wilson
         Senior Governance Officer
         0115 8764301
         laura.wilson@nottinghamcity.gov.uk

Overview and Scrutiny Call-In Sub-Committee

Terms of Reference

Description
The Call-in Sub-Committee (the Sub-Committee) is a politically balanced sub-committee of the Overview and Scrutiny Committee. The Sub-Committee is Non-Executive and is accountable to Council and will report annually to Council on its activities during the previous year.

Purpose
The purpose of the Sub-Committee is to review decisions taken but not yet implemented by the Council's Executive.

Objectives
Following receipt of a request to call in an Executive decision, the Sub-Committee will:
(a)   determine the validity of a request to call-in an Executive decision; and for valid requests:
(b)   consider the decision and the issues raised in the call in request form
(c)   determine whether
    a.   the decision should be referred back to the decision maker or, in certain cases to Council, and make recommendation(s) as to what should be taken into consideration; or
    b.   the decision can be now implemented.

Membership and Chairing
The Sub-Committee has 9 members, drawn from the membership of the scrutiny committees.

The Chair of the Overview and Scrutiny Committee will chair the Call-in Sub-Committee. The Overview and Scrutiny Committee Vice-Chairs will also be the Vice-Chairs of the Call-in Sub-Committee.

Substitutes
Substitute members are permitted for the Sub-Committee.

Quorum
The standard quorum for Council committees applies to the Sub-Committee.

Frequency of Meetings
The Call-in Sub-Committee will meet as and when required.

Duration
There is no limit on the lifespan of the Overview and Scrutiny Call-in Sub-Committee.

Overview and Scrutiny Call-In Sub-Committee Membership

Councillor Sam Gardiner (Chair)
Councillor Carole McCulloch (Vice-Chair)
Councillor Georgia Power (Vice-Chair)
Councillor Corall Jenkins
Councillor Maria Joannou
Councillor Jane Lakey
Councillor Anne Peach
Councillor Andrew Rule
Councillor Cate Woodward

Overview and Scrutiny Committee
11 May 2022

Together for Nottingham Plan – Progress update by the Leader

Report of the Head of Legal and Governance

1   Purpose

1.1   To consider a verbal update from the Leader on progress made on the priorities in the Together for Nottingham Plan.

2   Action required

2.1   The Committee is asked to

   a)   consider the information provided and use it to inform questioning and discussion

   b)   make recommendations if appropriate

   c)   make any necessary amendments to the work programme as a result of the information provided.

3   Background information

3.1   At its meeting on 9 June 2021 the Committee resolved to invite the Leader to attend each Overview and Scrutiny Committee meetings for approximately 15 minutes to provide a brief update on key issues in relation to improvement and recovery, to aid work programme planning. At the request of the Committee on 9 March 2022, these updates have been reduced from every meeting to every other meeting, and have been scheduled into the work programme.

3.2   The Leader will present information on the Council's current progress in relation to priorities in the Together for Nottingham Plan to support the Committee to identify appropriate items for scrutiny at future meetings, in addition to items already agreed.

3.3   Following questioning and discussion, the Committee should use the information acquired in its discussions under the Work Programme item of the agenda.

4   List of attached information

4.1   None.

5   Background papers, other than published works or those disclosing exempt or confidential information

5.1   None.

6   Published documents referred to in compiling this report

6.1   Together for Nottingham Plan.

6.2   Reports to and discussion at Overview and Scrutiny Committee meetings since June 2021.

7   Wards affected

7.1   All.

8   Contact information

8.1   Laura Wilson
       Senior Governance Officer
       0115 8764301
       laura.wilson@nottinghamcity.gov.uk

Overview and Scrutiny Committee
11 May 2022

Customer First Transformation Programme

Report of the Head of Legal and Governance

1   Purpose

1.1   To consider the effectiveness of the Customer First Transformation Programme to introduce initiatives and projects to realise savings and service improvements through targeted solutions.

2   Action required

2.1   The Committee is asked to

  (a)   consider the information provided and use it to inform questioning and discussion

  (b)   make recommendations if appropriate

  (c)   identify any potential items for future scrutiny.

3   Background information

3.1   The Together for Nottingham Plan (formerly the Recovery and Improvement Plan) was adopted by the Council in January 2021, and refreshed at Council in January 2022, to confirm and provide assurance to the Government that Nottingham's response to the Non-Statutory Review (NSR) of the Council is positive and being undertaken at pace, building on work already underway in response to the Public Interest Report on the Council's governance of Robin Hood Energy (PIR) published in August 2020.

3.2   The Plan is broken down into 8 workstreams, with Delivery Options being one which focusses on how the Council procure services; reshaping and streamlining its frontline services; and making the most of digital tools. As part of this a Transformation Programme has been developed, with Customer First Transformation being one of the first projects to progress.

3.3   As the Committee is focussing on the recovery and improvement of the Council, members of the Committee have expressed particular interest in scrutinising the effectiveness of the work being undertaken to introduce initiatives and projects to realise savings and service improvements through targeted solutions.

3.4   Councillor Sally Longford as the relevant Portfolio Holder, and Lucy Lee, Head of Customer Services, have been invited to the meeting to provide

a presentation on the work undertaken so far, followed by questioning and discussion.

3.5 An introduction, and update on progress for the Customer First Transformation Programme is attached for consideration.

4   List of attached information

4.1 Customer First Transformation Programme Update.

5   Background papers, other than published works or those disclosing exempt or confidential information

5.1   None.

6   Published documents referred to in compiling this report

6.1   Together for Nottingham Plan.

7   Wards affected

7.1   All.

8   Contact information

8.1 Laura Wilson
Senior Governance Officer
0115 8764301
laura.wilson@nottinghamcity.gov.uk

Report Overview & Scrutiny Committee
Wednesday 11th May 2022

Item Name: Customer First Transformation Programme

Corporate Director and Lead Officer: Clive Heaphy Corporate Director for Finance & Strategy, Lucy Lee Head of Customer Services

Lead Portfolio Holder: Councillor Sally Longford

1. Purpose:

I. The purpose of the report is to provide an introduction, and update on progress, for the Customer First Transformation Programme

2. Actions and Recommendations

The Committee is asked to:

I. Note progress of the Customer First transformation programme
II. Make appropriate recommendations and highlight any opportunities for the programme to add further value
III. Identify potential areas and items for future scrutiny

3. Background and context

I. The Together for Nottingham Plan was adopted by the Council in January 2021, and refreshed at Full Council in January 2022, to confirm and provide assurance to the Government that Nottingham's response to the Non-Statutory Review (NSR) of the Council is positive and being undertaken at pace, building on work already underway in response to the Public Interest Report on the Council's governance of Robin Hood Energy (PIR) published in August 2020.

II. The Plan is broken down into 8 workstreams, with Service Design and Delivery being Theme Seven. The workstream aims to ensure the Council is using all the tools available to deliver good outcomes for the people of Nottingham, the communities they live in and the local economy. The focus of this activity is around prioritisation and personalisation, simplification and rationalisation and details are set out in the Together for Nottingham Plan: This work will inevitably change the way the council looks, feels and works with a focus on our residents and communities and an improved, simplified and streamlined approach to access and service delivery.

III. From this workstream, the Customer First programme has been established, building on work already undertaken within the Council to improve access for residents and customers with a strong focus on the customer journey and outcomes.

IV. The savings associated with this programme are set out below and are predicated on an investment of £1.9m over two years. This investment has been allocated from the Together for Nottingham fund as approved at Executive Board on 21 July 2021.

There are no ongoing costs associated with this programme.

	Year 1 - 22/23	Year 2 - 23/24	Year 3 - 24/25	Year 4 - 25/26	TOTAL over 4 years
Gross Transformational savings	(0.329)	(1.648)	(3.295)	(3.295)	(8.567)
On going resources (staffing requirement)					0
Net Saving	(0.329)	(1.648)	(3.295)	(3.295)	(8.567)

4. Key Objectives and Deliverables

I. As with all the transformation programmes, the Customer First programme adheres to a key set of principles, to ensure it delivers the required savings and helps to modernise the operation of the council:
    - Deliver financial benefit
    - Join up services for residents and businesses
    - Make services more accessible
    - Simplify, standardise and automate ways of working
    - Enable early intervention and prevention
    - Support the move from traditional provision to participation
II. There are 3 core projects, each with several workstreams, in the Customer First programme that together will implement the necessary changes to enable significant improvements to the customer experience as well as delivery the efficiencies required to meet the savings targets.
III. *Rapid Process Improvements (RPI):* This project will span the whole council with the aim of rapidly improving key customer services through process redesign based around customer needs. Simpler, more efficient processes will improve customer satisfaction and reduce costs for the council.
IV. *Front Door Redesign (FDR):* Consolidation of "front door" contact points for customers, providing a more effective triage and support service based on whole customer need rather than specific service requirements. The implementation of effective digital channels will be a key element of this programme, providing rapid 24/7 access to council services where appropriate.
V. *Transformation Enablers:* Ensuring stakeholders receive regular and appropriate programme updates. Developing further transformation opportunities through the RPI and FDR discovery and delivery activity, that require more complex service redesign or are associated with digital (customer-facing) technology.

Projects	Rapid Process Improvements	Front Door Redesign	Transformation Enablers
Workstreams	Web Form Creation Website Enhancements Accelerated Customer Experience Improvements	Customer Journey Mapping Design Implementation	Comms & Engagement Technology Improvements Complex Service redesign

	Process Automation / Fulfilment		
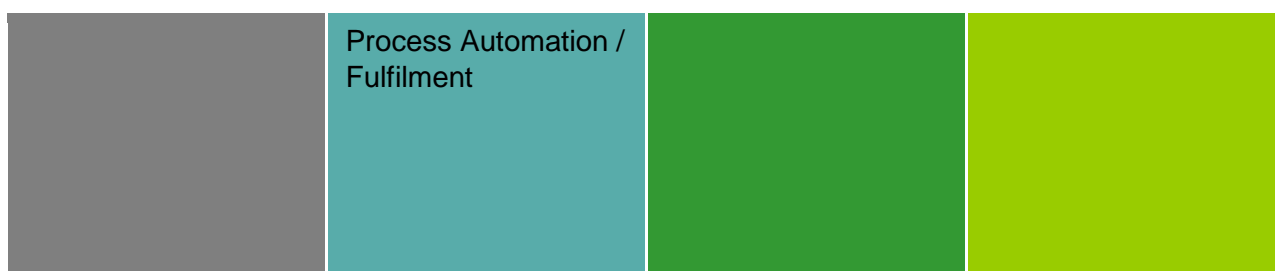
The key objectives across the workstreams are:

- Reducing avoidable contact and making every contact count
- Moving demand to more cost-effective channels by offering better choice around how our customers access our services
- Reducing the complexity of Council processes and interactions
- Making more effective use of Council resources

How services will be different:

- A new "front door" to the Council will be established with a consistent operating model, so our customers know how to access services and complete their transactions quickly and easily in a way which suits them, whether that's digitally, verbally or face-to-face. This allows us to provide a better targeted service to those who need it.
- We'll make more effective use of existing resources and technology, streamlining transactions and enabling our service experts to focus on their skilled activities
- Processes will be streamlined and improved, enabling digital access and reducing avoidable contact, allowing colleagues to focus on 'value' interactions and activities, improving outcomes for residents and the Council
- A framework of continuous improvement will be established, with performance metrics developed to respond to what matters most to customers.

5. Key Milestones

Strategic Milestones	Completion Date
OBC approved and approval to recruit resources	Q3 2021/22
Project Initiation Document developed and approved	Q4 2021/22
Project Performance Reporting developed and approved	Q4 2021/22
Rapid CX Improvement Projects – delivery	Q4 2021/22 onwards
RPA Pilots completion	Q1 2022/3
Customer Journey Mapping completed	Q1 2022/3

Front Door Optimisation – Design & Impact Assessment	Q1 2022/3
Scope of Technology & Service Design Investment Agreed	Q1 2022/3
Front Door – implementation	Q2 2022/3
Complex Service Design – Phase 1 Discovery & Design	Q2 2022/3
Complex Service Redesign – Phase 1 Implementation	Q3 2022/23
Technology Improvements – Phase 1 Discovery & Design	Q3 2022/23
Complex Service Design – Phase 2 Discovery & Design	Q3 2022/23
Technology Improvements – Phase 2 Implementation	Q3 2022/23
Complex Service Redesign – Phase 2 Implementation	Q4 2022/23

6. Progress to Date

Several workstreams are now underway as part of the Rapid Process Improvements & Front Door Redesign Projects. In terms of progress:

Rapid Process Improvements (RPI)

RPI projects are an on-going workstream and are being delivered jointly between the Customer First programme team, NCC Academy graduates, NCC's Digital Development team, and PwC. It is expected that this work will transition fully to business-as-usual activity from June 2022. A number of activities are currently in delivery:

- Digital processes and webforms are in development for Facilities Management, Passenger Transport, Social Care Complaints and Trees. Once tested, we expect to deploy each of these solutions in May, with contact volumes and effort re-baselined to facilitate continuous improvement measurement.
- Next set of process redesign activities currently being evaluated with service areas: Legal, Licensing and Housing Aid.
- Further opportunities for process redesign have been identified and will be prioritised for delivery based on ease of implementation and scale of benefit to the council and its customers.
- Evaluation of website content underway to reduce the amount of avoidable contact and removal of non-digital forms.
- Ongoing review of all outbound customer contact from services, with the aim of being consistent in promoting our most cost-effective contact channels and ensuring we are managing customer expectations on service delivery timings
- Automation pilots in-flight for Adults and Childrens, both are expected to reduce back-office effort for a number of teams in each service. A Direct Debit pilot is also in the delivery phase for Leisure Services.

Front Door Redesign (FDR)

The design phase for a new "front door" is well advanced, with the operating model expected to be finalised in May ahead of implementation. A number of activities are feeding into the design process to ensure the operating model responds to our customer and officer needs:

- Extensive Customer Journey Mapping exercise is nearing completing.
  - o 7 customers personas representing 82% of the council's population developed from Mosaic (Experian) data.
  - o Circa 90 customer journeys have been mapped across our customer contact channels, for journeys across over 20 service areas.
  - o Analysis for each journey allows us to highlight where our current processes could be enhanced, creating efficiencies for NCC and customer experience improvements.

- 5 workshops held with specialists representing services expected to be affected by the FDR projects. These workshops have explored:
  - o Our key customer groups and their needs
  - o Developing a high-level (hierarchic) channel strategy
  - o Design options for a preferred contact model (e.g. "full centralisation", "hub & spoke" etc.)
  - o Identifying the business capabilities required for delivering the new model
  - o Understanding the impact of change on our people and customers
  - o Developing the implementation plan.

- Customer First Programme Board has held its first two meetings and has the delegated responsibility for representing the voice of the customer, championing customer-centric improvement within services, to identify opportunities in customer contact for further exploration, and to ensure opportunities are fully evaluated and prioritised by financial benefit and ease of deliverability. It is planned that this board will continue to function in business-as-usual conditions.

Transformation Enablers

- The programme is continuing to develop its communications and stakeholder engagement plan to ensure that there is a full awareness of the programme, it's scope and successes when delivered.
- Through the work undertaken as part of the RPI and FDR projects, there is the realisation that project teams will uncover areas that will require more complex service redesign, which affect more than just our customer service delivery (e.g., business support) or where we could make better use of our current digital (customer-facing) technology, or indeed where a new digital solution may be required.
- We are maintaining an Opportunities Tracker to ensure we record any process, customer experience and digital improvement opportunities which would benefit from further investigation.
- Common themes which are identified during discovery work are being shared with the Transformation Office and other programme teams to ensure full visibility.

Activity in all projects is currently on-track, with several workstreams moving to the delivery phase with the support of service teams. It's our ambition to deliver any improvements quickly – prioritising those which bring the most benefit to residents and the council.

7. Challenges and opportunities

The Customer First programme represents a cross cutting transformation of service delivery across the Council with a significant focus on how our residents access the Council, using their experiences and preferences to shape our customer offer and provide best value. Our service provision will be built around the customer as opposed to the Council's structure, making it easy to manage transactional process, access support where available and effectively signpost to partners and other organisations where appropriate.

This will require significant internal engagement and discovery workshops are underway to ensure a collaborative approach is taken. Additionally, insight from our residents will be crucial to success of the programme and opportunities to engage customers will be used to gain further understanding of how to provide best value and ensure continuous improvement. Our ward councillors will also provide a valuable resource in understanding issues and concerns which our residents are affected by.

The success of the programme is reliant on maintain the clear mandate we have for change and the co-operation and input from the services most affected by the programme.

Lucy Lee

Overview and Scrutiny Committee
11 May 2022

Work Programme 2022/23

Report of the Head of Legal and Governance

1   Purpose

1.1   To consider the Committee's work programme for 2022/23.

2   Action required

2.1   The Committee is asked to consider the work programme for the municipal year and make any amendments as required.

3   Background information

3.1   The work programme has been scheduled based on discussions at the meetings on 9 March and 6 April 2022.

3.2   The purpose of the Overview and Scrutiny Committee is to ensure all statutory and other roles and responsibilities are fulfilled to the required standard, covering review and development of key strategic issues, policies and strategies relevant to Nottingham and its residents, and adding value through the examination of issues of local importance and concern.

3.3   The Committee is responsible for setting and managing its own work programme to fulfil this role.

3.4   In setting a programme for scrutiny activity, the Committee should aim for an outcome-focused work programme that has clear priorities and a clear link to its roles and responsibilities. The work programme needs to be flexible so that issues which arise as the year progresses can be considered appropriately.

3.5   Where there are a number of potential items that could be scrutinised in a given year, consideration of what represents the highest priority or area of risk will assist with work programme planning. Changes and/or additions to the work programme will need to take account of the resources available to the Committee.

3.6   The Committee agreed to maintain its focus in 2022/23 on the Council's recovery and improvement. In order to ensure that scrutiny is timely and relevant, the Committee will need to regularly consider its scheduling of recovery and improvement items for scrutiny at future meetings.

3.7   The Committee's current work programme is attached.

4   List of attached information

4.1   Overview and Scrutiny Committee work programme 2022/23.

5   Background papers, other than published works or those disclosing exempt or confidential information

5.1   None.

6   Published documents referred to in compiling this report

6.1   Reports to and discussion at Overview and Scrutiny Committee meetings throughout 2021/22.

7   Wards affected

7.1   All.

8   Contact information

8.1   Laura Wilson
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Overview and Scrutiny Committee Work Programme 2022-23

Date	Items
11 May 2022	• **Terms of Reference** To note the terms of reference for the Committee • **Establishment of Call-in Panel** • **Together For Nottingham Update from the Leader** 10-15-minute update from the Leader on priorities in relation to Together for Nottingham • **Customer Service Transformation – Deferred from April Meeting** To consider the effectiveness of the transformation work underway within Customer Service • **2022-23 Work Programme**
8 June 2022	• **Asset Realisation** (deferred from March meeting) To consider the effectiveness of the work being undertaken in the Asset Rationalisation workstream of the recovery and improvement work • **2022-23 Work Programme**
6 July 2022	• **Selective Licensing** • **Together For Nottingham Update from the Leader** 10-15-minute update from the Leader on priorities in relation to Together for Nottingham • **2022-23 Work Programme**
7 September 2022	• **Libraries Transformation** To consider whether the consultation on the Library Service redesign proposals has been fair, transparent and robust, how consultation responses will influence final proposals and to agree the Committee's own response to the consultation. • **2022-23 Work Programme**
5 October 2022	• **Together For Nottingham Update from the Leader** 10-15-minute update from the Leader on priorities in relation to Together for Nottingham

Date	Items
	• **2022-23 Work Programme**
9 November 2022	• **2022-23 Work Programme**
7 December 2022	• **Together For Nottingham Update from the Leader** 10-15-minute update from the Leader on priorities in relation to Together for Nottingham • **2022-23 Work Programme**
4 January 2023	• **2022-23 Work Programme**
8 February 2023	• **Together For Nottingham Update from the Leader** 10-15-minute update from the Leader on priorities in relation to Together for Nottingham • **2022-23 Work Programme**
8 March 2023	• **Work Programme 2023-24 Development** • **2022-23 Work Programme**

Space has been left in the work programme to retain flexibility in order to accommodate timely scrutiny of issues in relation to recovery and improvement, ie items scheduled may need to be moved to later meeting dates to facilitate this. The items below may be scheduled if there are gaps in the work programme or if they become priorities.

Items still to be considered for work programme/ Reserve items

• **Selective licensing** Has the scheme met its objectives? Is it delivering what it set out to achieve? How can this be evidenced? How does has what has happened at this stage influence any future schemes? Does the scheme represent value for money?
• **Regulatory Services Restructure**

Introduction of firmstep. What impact has this had? What have been the costs? What is the Impact on Citizens? What has been the impact on Service levels? What improvements have there been? What have been the savings? Can any evidence based improvements be used across other directorates?

- **Crime and Drugs Partnership**
  To consider information on the current work of the Crime and Drugs Partnership (focus to be agreed; suggestion is ASB, including domestic violence and neighbourhood disputes and impact on community policing and protection) and performance against the Crime and Drugs Partnership Plan

- **Digitalisation and Transformation**
  How effectively the Council is implementing its plans to digitalise services? Including access for citizens without access to technology. How will this be monitored? How will the impact on residents be assessed or monitored? How are we including those without access to technology and\or without relevant skills.

- **Nottingham's Carbon Neutral Policy**
  How are we measuring the deliverability? Is it achievable? How can we evidence that we are working with key partners to further this significant Council priority? How will the Council evidence behavioural change amongst residents to support this aim? How is this being monitored? What the cost is of and financial impact of Carbon Neutral 20228?

- **Library Services Transformation Programme**
  To consider whether the consultation on the Library Service redesign proposals has been fair, transparent and robust, and whether the draft proposals have adequately taken account of the consultation responses

- **Leisure Centre Transformation Programme**
  To consider whether the consultation on the Leisure Centre redesign proposals has been fair, transparent and robust, and whether the draft proposals have adequately taken account of the consultation responses

- **Budget Consultation responses and methodology**

- **Housing Revenue Account Investigation outcome**

- **Municipal Waste Strategy**
  Committee to input into this significant strategic objective.

- **Council Plan Progress Monitoring**
  Committee to receive quarterly updates. How is the Council Plan being monitored? How is the Council ensuring that key indicators are being managed and monitored? Is it being delivered within budget?