CUSTOMERS, PERFORMANCE, RESOURCES & GOVERNANCE SCRUTINY COMMITTEE

Work Programme from September 2019

Please note that the work programme is a 'live' document and subject to change at short notice.

The information in this work programme is subject to approval at the Committee meeting on 19 September 2019

The order in which items are listed at this stage may not reflect the order they subsequently appear on the agenda / are dealt with at the scrutiny meeting.   Please note that for items marked as 'part 2' it is recommended that the press and public be excluded from the meeting during its consideration in accordance with the Local Government Act 1972 (as amended).

For general enquiries relating to the Council's Scrutiny function, including this committee's work programme, please contact Suzanne Price, Scrutiny Facilitator, Scrutiny Team on 292179.

For administrative arrangements such as enquiries relating to report dispatch dates, venue layouts, setting up of presentations, etc., please contact Sarah Royce, Committee Officer, Committee and Member Services on 292240.

All Meetings start at 2.30 pm in the Guildhall, Wrexham, unless otherwise stated.

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
19 September	**Public Service Board Annual Report**	In accordance with legislation and the protocol for scrutiny of the PSB, to consider the PSB Annual Report. To include a short presentation on a) background to the establishment of the PSB and the Wellbeing Plan; b) arrangements for scrutiny of the PSB.	Chair of Public Service Board
17 October			
21 November	**Budget Monitoring**	**Link to In Year Priority**: Ensuring a modern and resilient council **Link to Underpinning Activity**: Balance the budget without affecting the resilience of our key services; To consider details of the under/overspends broken down by Departments and including school balances and to consider whether appropriate plans are in place to address these.	Lead Member for Finance, Performance, Health and Safety and Governance / Chief Officer Finance & ICT

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
19 December **Note earlier start time of 1pm**	**Workforce Monitoring – Interim report – Environment & Technical**	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing an organisational culture where people feel engaged, valued and empowered and have the right skills to perform. **Link to Underpinning Activity**: Annual delivery of the organisational development and workforce strategy priorities, including completion of employee workshops promoting our approaches to reward, engagement, recognition and development; To consider an interim report on progress with addressing sickness absence, agency spend and workforce planning – Environment & Technical (tbc)	Lead Member Environment / Chief Executive / Chief Officer Environment & Technical
	Strategic Equalities – Draft Objectives	**Link to in-year priority:** cross cutting across all priorities and activities **Link to underpinning activity:** To consider the emerging draft objectives, supporting data and results of consultation prior to the objectives being finalised and submitted for inclusion within the corporate plan.	Chief Executive Councillor Andrew Atkinson, Lead Member for Youth Services & Anti Poverty

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER

23 January 2020	**Health & Safety Governance Framework – 6 month update**	**Link to In Year Priority**: Ensuring a modern and resilient council
		Link to Underpinning Activity:
		Deliver improvement from our Health & Safety Action Plan, including services taking a visible lead on this agenda
		
		Following consideration of the Annual Report in July 2019, a six month update
		    i) to consider an update on the development of the governance framework and its ongoing effectiveness;
		    ii) This report to emphasise the progress of the Corporate Health and Safety Action Plan (Points 1-3), in response to the summary of actions (pages 34-35 of the report); as detailed in the Health and Safety Executive Report.
			Lead Member for Finance, Performance, Health and Safety and Governance / Chief Officer Finance & ICT

20 February	**Workforce Monitoring – Interim Report – Social Care**	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing an organisational culture where people feel engaged, valued and empowered and have the right skills to perform. **Link to Underpinning Activity**: Annual delivery of the organisational development and workforce strategy priorities, including completion of employee workshops promoting our approaches to reward, engagement, recognition and development; To consider an interim report on progress with addressing sickness absence, agency spend and workforce planning – Social Care (tbc)	Lead Member Health & Adult Social Care / Lead Member Children's Services / Chief Executive / Chief Officer Social Care

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
	Libraries Review	**Link to in-year priority:** Promoting Good Health and Wellbeing – Supporting and enabling individuals, families and communities to be resilient and have good physical health, mental health and well-being. **Link to underpinning activity:** Complete and begin implementation of a review of libraries, community and customer services to ensure facilities are fit for purpose, meet demands and offer a range of services within communities. To consider proposals for Phase 1 of the Library Review prior to decision by Executive Board in February.	Chief Officer Housing & Economy / Lead Member for Youth Services & Anti-Poverty
19 March	**Workforce Monitoring – Interim Report – Housing & Economy**	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing an organisational culture where people feel engaged, valued and empowered and have the right skills to perform. **Link to Underpinning Activity**: Annual delivery of the organisational development and workforce strategy priorities, including completion of employee workshops promoting our approaches to reward, engagement, recognition and development; To consider an interim report on progress with addressing sickness absence, agency spend and workforce planning – Housing & Economy (tbc)	Lead Member Place – Housing / Lead Member Economic Development & Regeneration / Chief Executive Chief Officer Housing & Economy
16 April			

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
7 May	**WCBC Compliance with Welsh Language Standards**	**Link to In Year Priority:** Delivering against our key organisational challenges **Link to Underpinning Activity:** Lead on and ensure the development of, Welsh Language in our organisation to include improved signage, a fully bilingual website and improvement to our housing benefits systems To review the Council's compliance with the Welsh Language Standards. The report should include reference to the number complaints and reports of non-compliance under investigation by the Welsh Language Commissioner (by department) together with details of any budgetary implications and penalties.	Councillor Hugh Jones, Lead Member for People – Communities, Partnerships, Public Protection and Community Safety / Chief Officer Governance & Customer

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
	ICT & Digital Strategy	**Link to In Year Priority**: Ensuring a modern and resilient council – Securing our ICT infrastructure; Developing a digital council that enables us to modernise the way we work and engage with our customers **Link to Underpinning Activity**: • Extend the availability of on-line services for customers and use digital technology to improve internal working practices focussed on Human Resources, Facilities Management and Finance • Ensure the Council's ICT is reliable and capable of supporting the Council's modernisation plans and smarter ways of working • Complete the delivery of the new data-centre and disaster recovery sites To consider a progress report on the implementation of the strategy. To include reference to the 2019/20 Plans presented in May 2019.	Councillor David Kelly, Lead Member for Planning and Corporate Services / Chief Officer Governance and Customer

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
25 June	**Workforce Monitoring Annual Report**	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing an organisational culture where people feel engaged, valued and empowered and have the right skills to perform. **Link to Underpinning Activity**: Annual delivery of the organisational development and workforce strategy priorities, including completion of employee workshops promoting our approaches to reward, engagement, recognition and development; To receive an annual report (please see 'Regular Items' for detail of contents agreed by committee (June 2018) and to identify any areas of focus for the coming year.	Lead Member for Planning and Corporate Services / Chief Executive
	Customer Care Standards Annual Report	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing a digital council that enables us to modernise the way we work and engage with our customers **Link to Underpinning Activity**: - Extend the availability of on-line services for customers; - To lead, at a local and national level, on the development and delivery of an improved Contact centre service in Wrexham with the potential to be rolled out nationally across Wales To enable the Committee to consider the Council's performance against the targets for the Council's Corporate Priorities regarding Engaged and Satisfied Customers and Customer Care Standards, together with qualitative information and a more detailed review of customer care standards in service areas highlighted from the previous reports.	Lead Member for Planning and Corporate Services / Chief Officer Governance & Customer

DATE OF MEETING	ITEM	PURPOSE OF REPORT	LEAD MEMBER/CONTACT OFFICER
16 July	Libraries Review	**Link to in-year priority:** Promoting Good Health and Wellbeing – Supporting and enabling individuals, families and communities to be resilient and have good physical health, mental health and well-being. **Link to underpinning activity:** Complete and begin implementation of a review of libraries, community and customer services to ensure facilities are fit for purpose, meet demands and offer a range of services within communities. To consider proposals for Phase 2 of the Library Review prior to decision by Executive Board in August.	Chief Officer Housing & Economy / Lead Member for Youth Services & Anti-Poverty

ITEMS TO BE SCHEDULED

ITEM	AS AGREED at meeting of:	PURPOSE OF REPORT	RESPONSIBLE LEAD MEMBER/ OFFICER
North Wales Economic Ambition Board – Governance Arrangements	**28 November 2018**	**Link to In Year Priority**: Developing the Economy - Working with partners to influence and create the conditions for business growth and employment, improve road, rail and digital communication infrastructure, and become a world leader in advance manufacturing, energy and digital sectors **Link to Underpinning Activity**: North Wales Growth Vision and Growth Bid, working with the North Wales Economic Ambition Board To consider the proposed governance arrangements,	Councillor Mark Pritchard, Lead Member for Finance, Performance, Health and Safety and Governance / Chief Executive / Chief Officer Governance & Customer

ITEM	AS AGREED at meeting of:	PURPOSE OF REPORT	RESPONSIBLE LEAD MEMBER/ OFFICER
		including scrutiny arrangements prior to consideration by the Executive Board (date tbc Summer/Autumn 2019)	
Report of Task & Finish Group to consider future use of the Groves School Building (tbc)	26 September 2018	**Link to In Year Priority**: - Improving the environment - Promoting the county borough as a clean and attractive place that preserves and promotes its heritage. - Developing the Economy – Focusing on modernising and diversifying the town centre. **Link to Underpinning Activity**:- - Determine the boundary of a 'smaller town centre' and identify actions required to increase activities and occupation of empty units in enhancing the retail, residential and entertainment offer within the revised boundary. To consider the report of the Task & Finish Group.	Task & Finish Group

REGULAR ITEMS FOR CONSIDERATION

ITEM	PURPOSE OF REPORT	RESPONSIBLE LEAD MEMBER/ OFFICER
Public Service Board – Annual Report (September)	In accordance with legislation and the protocol for scrutiny of the PSB (agreed March 2018), to consider the Annual Report.	PSB Chair / Scrutiny Facilitator

Customer Care Standards Annual (June)	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing a digital council that enables us to modernise the way we work and engage with our customers **Link to Underpinning Activity**: • Extend the availability of on-line services for customers; • To lead, at a local and national level, on the development and delivery of an improved Contact centre service in Wrexham with the potential to be rolled out nationally across Wales To enable the Committee to consider the Council's performance against the targets for the Council's Corporate Priorities regarding Engaged and Satisfied Customers and Customer Care Standards, together with qualitative information and a more detailed review of customer care standards in service areas highlighted from the previous reports.	Lead Member for Planning and Corporate Services / Chief Officer Governance & Customer
Budget Monitoring (November)	**Link to In Year Priority**: Ensuring a modern and resilient council **Link to Underpinning Activity**: Balance the budget without affecting the resilience of our key services; To consider details of the under/overspends broken down by Departments and including school balances and to consider whether appropriate plans are in place to address these.	Lead Member for Finance, Performance, Health and Safety and Governance / Chief Officer Finance & ICT
Workforce Monitoring Information Annual report (June) Interim reports focused on areas of concern as required	**Link to In Year Priority**: Ensuring a modern and resilient council – Developing an organisational culture where people feel engaged, valued and empowered and have the right skills to perform. **Link to Underpinning Activity**: Annual delivery of the organisational development and workforce strategy priorities, including completion of employee workshops promoting our approaches to reward, engagement, recognition and development; To receive an annual report: •Total Annual Agency Worker Spend by Department (inc HoD	Lead Member for Planning and Corporate Services / Chief Executive

| | comments)
•Categories for use of Matrix (agency spend)
•Total number of sickness days by department (inc HoD comments)
•Short, Medium and Long Term Sickness
•Sickness Reasons
•Average number of days lost to sickness absence per employee
•Leavers (inc VER/VR) – to include some analysis of the reasons people voluntarily leave the authority
•Characteristics of Leavers
•Performance Review and Career Development (PRCD) | |