

## **Maidstone Borough Council**

### **Strategic Leadership and Corporate Services Overview and Scrutiny Committee**

**Tuesday 6 January 2015**

#### **Future Work Programme and SCRAIP Update**

**Report of:** Poppy Brewer, Democratic Services Officer

#### **1. Introduction**

- 1.1 To consider the Committee's future work programme (FWP) and information update to be given by the Chairman.

#### **2. Recommendation**

- 2.1 That the Committee considers the future work programme, attached at **Appendix A**, to ensure that it is appropriate and covers all issues Members currently wish to consider within the Committee's remit.
- 2.2 That the Committee considers the List of Forthcoming Decisions, relevant to the Committee at **Appendix B**, and discuss whether any of these items require further investigation or monitoring.
- 2.3 That the Committee notes that there are no SCRAIP updates to be provided at this time.
- 2.4 That the Committee considers its continuous professional development needs and recommends possible training or development sessions it would like to undertake.

#### **3 Future Work Programme**

- 3.1 Throughout the course of the municipal year the Committee is asked to put forward work programme suggestions. These suggestions are planned into its annual work programme. Members are asked to consider the work programme at each meeting to ensure that it remains appropriate and covers all issues Members currently wish to consider within the Committee's remit.
- 3.2 The Committee is reminded that the Constitution states under Overview and Scrutiny Procedure Rules number 9: Agenda items that 'Any Member shall be entitled to give notice to the proper officer that he wishes an item relevant to the functions of the Committee or Sub-Committee to be included on the agenda for the next available meeting of the Committee or Sub-Committee. On receipt of such a request the proper officer will ensure that it is included on the next available agenda, the Member must attend the meeting and speak on the item put forward.'

## **4 List of Forthcoming Decisions**

- 4.1 The List of Forthcoming Decisions (**Appendix B**) is a live document containing all key and non-key decisions.
- 4.2 Due to the nature of the List of Forthcoming Decisions, and to ensure the information provided to the Committee is up to date, a verbal update will be given at the meeting by the Chairman. The Committee can view the live document online at:  
<http://meetings.maidstone.gov.uk/mgListPlans.aspx?RPId=443&RD=0>

## **5. Scrutiny Committee Recommendation Action and Implementation Plan (SCRAIP) Responses**

- 5.1 The issue of making, and monitoring, recommendations is an important part of the scrutiny process. SCRAIPs set out recommendations following scrutiny meetings/reviews and information is sought on the plan as to whether recommendations are accepted, the action to be taken and by who.
- 5.2 There are no SCRAIP updates to be provided at this time.

## **6 Future Work Programme Update**

- 6.1 The Customer Service Improvement Strategy, originally scheduled for September 2014, will now be considered by Committee in April 2015. The Head of Policy and Communications has provided the following update:

The decision has now been made on going ahead with the restructuring of customer services to ensure we have a customer services model that is fit for the future. We will be locating the team in one location under one manager, and customer service advisors will be working across all our channels of communication. To ensure service is maintained we will not be reducing the level of customer service advisors. The team will then be looking at what customer services model would give us the most efficient and effective way of delivering our services.

## **7. Impact on Corporate Objectives**

- 7.1 The Strategic Plan sets the Council's key objectives for the medium term and has a range of objectives which support the delivery of the Council's priorities.
- 7.2 The Committee will consider reports that deliver against the following Council priority:
- 'Corporate and Customer Excellence'

## **8. Financial Implications**

- 8.1 To assist O&S committees in their inquiries, a small budget is available for the purchase of necessary equipment and to cover the costs of training, site visits, meetings in locations other than the Town Hall, witness expenses, specialist advice, books and any other cost that might be legitimately incurred by the committees in the course of their activities.

## **9. Relevant Documents**

- 9.1 Appendix A – Future Work Programme  
Appendix B – List of Forthcoming Decisions  
Appendix C – SCRAIP Updates

## **10. Background Documents**

- 10.1 None