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9<sup>th</sup> June 2014

Dear Sir/Madam

**STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE**

A meeting of the above mentioned Committee has been arranged to take place on **TUESDAY 17<sup>th</sup> JUNE 2014 at 6.00 pm** in the **Committee Room**, District Council House, Lichfield, to consider the following business.

Access to the Committee Room is via the Members' Entrance.

Yours faithfully



Strategic Director

**To: Strategic (Overview and Scrutiny) Committee**

Councillors Strachan (Chairman), Norman (Vice-Chairman), Pullen (Vice-Chairman)  
Mrs, Arnold, Mrs Barnett, Constable, Derrick, Leytham, Mynott, Powell, Thomas,  
Wilson, Mrs. Woodward.



## AGENDA

1. Apologies for Absence
2. Declarations of Interest
3. To approve as a correct record the Minutes of the meeting held on the 29<sup>th</sup> January 2014 (copy attached)
4. Terms of Reference (copy attached)
5. Complaints and Compliments – 2013/14 (copy attached)
6. End of Year Performance Overview 2013/14 (copy attached)
7. Forward Plan and Work Programme (copy attached)

Briefing Papers to be issued separately:

Fit for the Future – Update  
Individual Electoral Registration

\*Briefing Papers were introduced after the Overview and Scrutiny Committee Co-ordinating Group requested that the length and volume of agendas be addressed. Briefing papers, which are intended to provide Members with information on relevant issues, are an alternative to placing items on the Agenda. If Members wish a paper to be discussed it can be included on the Work Programme and scheduled for a future meeting.



## **STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE**

**29 JANUARY 2014**

### **PRESENT:**

Councillors, Strachan (Chairman) Norman (Vice-Chairman), Mrs Barnett, Mynott Powell, D. S. Smith and Tittley and Mrs Woodward.

(In accordance with Council Procedure Rule No.17 Councillors Eadie, Spruce, and Wilcox attended the meeting)

**APOLOGIES FOR ABSENCE:** Apologies were received from Councillors, Mrs Arnold and Thomas (Vice-Chairman).

### **DECLARATIONS OF INTEREST:**

No declarations of interest were made.

### **MINUTES**

The Minutes of the Meeting held on 26<sup>th</sup> November 2013 were taken as read, approved as a correct record and signed by the Chairman.

**RESOLVED:** That the Minutes of the Meeting held on 26<sup>th</sup> November 2013 be approved as a correct record.

### **THE MEDIUM TERM FINANCIAL STRATEGY (REVENUE & CAPITAL) 2014-17 (MTFS (R&C) 2014-17)**

The Committee received a report on the proposals for the Council's three year MTFS (R&C) 2014-2017. It was reported that the MTFS had been based on the assumptions that the Friarsgate scheme would go ahead and that Council Tax would be frozen for two years. It was also reported that all bids had been included in the Capital Programme although this would mean a need for external borrowing. It was noted that there was a funding gap of £3,143,450 over the period 2014/15 to 2016/17 that would need to be closed.

Members asked if there was an alternative financial plan or model if Friarsgate did not go ahead and it was reported that there was. Members also asked if Business Rate income was planned to increase with the increase of employment land coming through the Local Plan and it was reported that there was much uncertainty around Business Rates and projections were based on the information at the time on where growth would occur. It was noted that the government had still not advised on how accounting for the potential cost and impact of rating appeals would be handled.

Members asked about the effects of the reduction in funding allocated to Parishes for Local Council Tax Support (LCTS) and it was felt that any reduction would be significant especially for the smallest rural parishes. Members also felt that it would be more difficult to negotiate with Parish Councils to take on services if their precepts were reduced. It was reported that there would be no reduction for Parishes in the first year and the District Council would write to Parishes to inform them of any future changes.

Members then asked what criteria would be used to decide what on the Capital Programme would be done and it was reported that it would be dependant on what borrowing would be required.

Members thanked the Officers for the report and the presentation given to Members on a previous occasion.

**RESOLVED:** That the report be noted.

### **MONEY MATTERS: 2013/14 REVIEW OF FINANCIAL PERFORMANCE AGAINST THE FINANCIAL STRATEGY**

The Committee received a report on the District Council's financial performance from April to November 2013. It was reported that since the publication of the report, up to 31<sup>st</sup> December 2013, the District Council was within budget and additional National Non Domestic Rates had offset the cost of bringing in savings from the Fit for the Future programme and so less reserves had been needed.

When asked it was reported that the main financial risks were the uncertainty around the impact of Business Rate appeals, strain on the Pension Scheme as there was an aging workforce and no new employees entering the scheme and the slight reduction in collection rates although it was noted that the full picture had not been seen yet.

It was asked why some expenditure had not been frozen especially for equipment for the Leisure and Parks directorate which was not statutory and it was reported that a lot of the machines used were on a lease agreement and so needed replacing. It was also reported that the Leisure and Parks directorate had produced the most amount of savings in the first phase of the Fit for the Future programme. It was noted that it was prudent to still include the service as no political decision had been made on its future. It was also commented that although not mandatory, Leisure and Parks was essential to help tourism in the District but more creative thinking could be used as to how the service was run.

**RESOLVED:** That the report be noted.

### **ICT – LOOKING TO THE FUTURE**

The Committee received a report on the core challenges the District Council was facing in relation to Information Technology. It was reported that the current operation system used by the District Council was Windows XP which would soon no longer be supported by Microsoft and no more security updates provided. It was also reported that Central Government had made a decision to disconnect local authorities from their Central Government's Public Sector Network (PSN) from September 2014 onwards if they still used Windows XP.

It was then reported that the current disaster recovery systems were too lengthy and not fit for purpose and so it was proposed to address this at the same time. Members noted that there had been a Member Working Group investigating options and it was recommended that new Servers, including Disaster recovery Servers, be purchased and housed in a purpose built facility at Staffordshire County Council. It was also reported that it was recommended that existing computers be converted to thin clients running the Windows 7 operating system directly from the servers.

Members asked why Windows 7 had been chosen as the operating system and not Windows 8 and it was reported that the programmes used by Officers would work better with Windows 7. Members noted that there were some concerns that CD ROMS would no longer be able to be used which some departments, like Planning, relied on, however as it was recommended not to dispose of the current computers, this would not be a problem.

Members asked for assurances that having all servers offsite would not cause any problems with disaster recovery and asked if it would be wise to have just one server at the District

House for emergencies. It was noted that as the facility at the County Council was purpose built, it was more fire proof and secure than the District Council.

Members asked why there was no sinking fund for ICT infrastructure or it had not been budgeted for and it was reported that at the time of the budget being set, the government had not informed Councils that they would not connect with them through the PSN if still running XP and so was not considered as urgent a matter as it was now. Members noted that although a sinking fund would be advantageous, finances were focused more on delivering services.

Members asked if the professional fees identified to implement the improvements could be negotiated lower and it was reported that the figures shown in the report were the worst case scenario and talks were already taking place to reach a better deal for the Council.

Officers were thanked for their hard work to date.

**RESOLVED:** The Cabinet be recommended to approve the following:

- (1) In relation to the challenge regarding the end of support by Microsoft for Windows XP and Office 2003:
  - Adopting Windows 7 as the replacement operating system to Windows XP (paragraph B.4.4).
  - Upgrading to Microsoft Office 2013 for the desktop document production software (paragraph B.4.7).
  - Implementation of Microsoft Lync to improve working on documents both within the Council and with other linked agencies (paragraph B.4.8).
  - Developing a training programme to assist Members and Officers in moving from the current versions of the software to the proposed versions (paragraph B.4.9).
  - Appointing additional resource to support the ICT team on delivering the project (paragraph B.4.11).
  - Procurement of a software application to store archive information from systems that only hold historical information (paragraph B.4.12).
  - Procurement of a software application to assist with training Officers in policies and procedures and identifying training needs (paragraph B.4.13).
- (2) To address the threat of disconnection from the PSN:
  - Replacement of the core activity and auditing tool (paragraph F.6.1).
  - Implementation of additional servers to meet the Cabinet Office requirements (paragraph F.6.2).
  - The closure of Outlook Web Access and the movement of secure email boxes to a third party (paragraph F.6.3).
  - Purchase and implementation of encrypted memory sticks (paragraph F.6.4).
  - Implementation of additional mobile phone security to meet the Cabinet Office requirements (paragraph F.6.5).
  - Undertake a programme of Verification of Criminal Records checks to comply with the Cabinet Office's for the Baseline Personnel Security Standard (paragraph F.6.6).
- (3) In reviewing the ICT Access, Use and Security Policy:
  - The policy in Appendix K is adopted as a Council policy (paragraph G.2.1).
  - A two-stage sign off approach is adopted and all Members and Officers will sign the new commitment statement (paragraph G.2.2).
- (4) In considering the remaining issues:
  - The Council adopt option C2 of those investigated by the IT review group that contains the following features (paragraph I.2.2):
    - Replacement of some desktop computers and laptops.
    - Conversion of the majority of the equipment to act as thin clients.

- Purchase of new servers from the ANS group.
- Placing the servers in the County Council server rooms and making use of their disaster recovery capabilities.

## **REVIEW OF THE PLAN FOR LICHFIELD DISTRICT: ANNUAL ACTION PLAN 2014/15**

Members received a report on the impact of the Fit for the Future programme Phase 1 on the Plan for Lichfield District, the strategic challenges faced and the priorities for the coming financial year.

It was reported that the Plan for Lichfield District was a live document and had three themes and a number of aims and ambitions. It was reported that the Plan is also owned and endorsed by partners on Lichfield District Board and is therefore delivered jointly with other organisations. Owing to the District Council's budget deficit of £1.7m, the Fit for the Future (F4F) programme was launched and because of this Cabinet agreed to review the ambitions in the Plan. It was then reported that although areas such as Community Development and Leisure Services had been adversely affected by F4F and other services would continue but at a reduced level, overall the strategic direction set out in the Plan continued to be appropriate. It was reported that the Council will continue to work with partners on the Lichfield District Board who help to deliver ambitions.

The remainder of the report focused on the next Annual Action Plan for the District Council. It was noted that each Directorate had identified their top ten most critical issues for 14/15 and these had been used to compile the next Annual Plan.

Some Members felt the Plan was too modest and not challenging enough and wanted to see more ambition. It was noted and agreed that the top ten was not an exhaustive list and that further 'top tens' had been considered by each of the Overview and Scrutiny Committees. However, some of the issues set out in the Plan (eg. implementing the Friarsgate scheme) will be very stretching for the Council to achieve, especially within the context of the Fit for the Future savings made and needed.

Members asked if the Council could start leading and engaging partners more on joint ambitions. It was reported that this was already happening including as an example with the Better Care Fund which was bringing partners closer together to deliver services jointly. It was recognised that there was a need to have a good relationship with partners.

Members felt the Council should lobby partners more to try and ensure services continued and this was agreed.

It was proposed that item 1 of the Action plan read as monitor **and respond to** impacts of Welfare reform and this was agreed.

**RESOLVED:** That the more focused approach to annual planning be endorsed and amendments as agreed be made.

## **DIRECTORATE TOP 10 AND PERFORMANCE REPORTING – 2014/15**

The Committee received a report on the top ten issues facing the Finance, Democratic and Legal Directorates in 2014/15. It was reported that a number of items on the Directorate Top Ten were also on the Corporate Top Ten lists including the Boundary Commission review, the introduction of individual registration and implementation of the revised Local Council Tax Support Scheme.

Members asked if the Asset Management Review was on target to complete by summer 2014 and it was reported that although a large piece of work, it was on target.

Members asked how close to completion was the disposal of land at Brook End, Fazeley and it was reported that it a long process but on target. It was noted that a Capital receipt would be received but the amount was not currently known.

Members asked how a milestone could be added for the amount of Enforcement Notices issued and it was reported that it was based on best estimates.

Members noted that the Performance Indicators for the Finance directorate had been considered by the Audit Committee.

**RESOLVED:** That report be noted.

## **MEMORANDUM OF UNDERSTANDING WITH TAMWORTH BOROUGH COUNCIL**

The Committee received a report on the proposed Memorandum of Understanding (MoU) with Tamworth Borough Council. It was reported that the MoU related to potential shared services and was formalising the current approach. It was also reported that the MoU was neither a contractual or legally binding agreement. It was then reported that it would not take away the sovereignty of either local authority. It was noted that the MoU had already been approved by Tamworth Borough Council's Cabinet.

Members overall welcomed the MoU and noted that if a suggested shared service was proposed, it would be scrutinised in the usual manner. It was asked if there were any proposals due and it was reported that there were not. It was also reported that any proposal for shared service would be business case driven.

Members asked if other local authorities could be included and it was reported that the Chief Executive regularly met with her counterparts from other areas and the MoU did not prevent sharing services with other authorities if in the Council's best interests based on a business case.

Members requested bi-annual updates of the MoU for monitoring and this was agreed.

**RESOLVED:** That the Memorandum of Understanding with Tamworth Borough Council be endorsed.

## **WORK PROGRAMME AND FORWARD PLAN**

Consideration was given to the Work Programme and Forward Plan. It was agreed that a Special meeting was not be required for April 2014 to consider the report of the Independent Remuneration Panel.

**RESOLVED:** That the Forward Plan and Work Programme be noted.

## **VOTE OF THANKS**

It was proposed, duly seconded and

**RESOLVED:** That the sincere thanks of the Committee be recorded to all the Chairmen and Vice-Chairmen for their work during the past year.

(The Meeting finished at 8.10pm)

CHAIRMAN

## 14. STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE

### DELEGATED TO THE STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE

14.1 To be responsible for the overview and scrutiny of the work of the Cabinet and the Council in relation to its policy objectives, strategies, performance targets and provision relating to:

- a. Council's policies (including monitoring and reviewing the Strategic Plan, Medium Term Financial Strategy, and Performance.)
- b. Assets and premises maintenance
- c. Communications
- d. Local democracy and the achievement of effective, transparent and accountable decision making by the Council
- e. Delivery of value for money, Best Value and the efficient use of resources
- f. Any matter affecting the Lichfield District area or its inhabitants relating to matters not dealt with by the other Overview and Scrutiny Committees; and
- g. The roles and decisions undertaken by the Leader, Finance, Democratic and Legal Services, Community, Housing and Health & I.T. Portfolio Holders

14.2 To assist the Council and the Cabinet in the development of its budget and policy framework to align resources with the Council's priorities

14.3 To conduct research to support the analysis of policy issues and the identification and appraisal of possible options

14.4 To question members of the Cabinet and/ or Committees and Chief Officers about their views on issues and proposals affecting the area and/or about their decisions and performance whether generally or in comparison with plans and targets over a period of time or in relation to particular decisions, initiatives or projects



- 14.5 To liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working
- 14.6 To review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Overview and Scrutiny Committee and local people about their activities and performance
- 14.7 To set up Task Groups to support the Committee in the exercise of its functions.
- 14.8 To question and gather evidence from any person, with their consent in relation to the matter being scrutinised by the Overview and Scrutiny Committee
- 14.9 To review the development of relevant policies and strategies.
- 14.10 To consider the corporate requirements on value for money issues, such as Service Reviews, change management; Business Process Reengineering and scrutinising their outcomes and the internal control systems relating to continuous improvement and efficiency.
- 14.11 To consider any issue arising from the various external inspection regimes.
- 14.12 To exercise overall responsibility for the finances made available to the Committee
- 14.13 To report annually to Full Council on the work of the Committee and make recommendations for future work programmes and amended working methods if appropriate
- 14.14 To exercise the right to call in, for reconsideration, decisions made but not yet implemented by the Cabinet relating to the Finance, Democratic and Legal Services, Community, Housing and Health & I.T Portfolios, the Leader and any other matters or decisions not dealt with by the other Overview and Scrutiny Committees
- 14.15 To make recommendations to the Cabinet or appropriate Committee and/or Council arising from the outcome of the scrutiny process.

## STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE

17 June 2014

Agenda Item: 5

Contact Officer: Richard King

Telephone: 01543 308060

### SUBMISSION BY CABINET MEMBER FOR FINANCE, DEMOCRATIC AND LEGAL SERVICES

#### COMPLAINTS AND COMPLIMENTS – 2013/14

##### 1. Purpose of Report

- 1.1 To provide members with an overview of the compliments and complaints received corporately during the last financial year and a more detailed analysis of those which are of specific relevance to this Committee

##### 2. Recommendation

- 2.1 It is recommended that the Committee notes the contents of the report.

##### 3. Summary of Background Information

- 3.1 At the Full Council meeting in April 2014, a query was raised regarding the responsibility for overseeing and scrutinising complaints received in relation to Council services. Although a report is submitted annually to the Standards Committee, it is appropriate for each O&S Committee to consider the number and nature of complaints (and compliments) received in relation to the services that fall within their respective terms of reference.
- 3.2 The Council revised and restated its Corporate Complaints Procedure and published a revised Complaints Charter in early 2014 – attached for information at **Appendix A**
- 3.3 The Charter identifies a three stage complaints process
- **Stage 1** is dealt with by the relevant service manager. The complainant can expect an acknowledgement within three days and a full response within 20 working days of the complaint being received.
  - If, following the response at Stage 1, the complainant is still not satisfied then the matter will be escalated to **Stage 2**. At Stage 2, the matter and the Stage 1 response, is reviewed and considered by the relevant Director. Similar timescales operate as at Stage 1.
  - If the complainant remains dissatisfied, then the complaint will be escalated to **Stage 3**. In such instances, the Chief Executive will appoint an independent director to review the complaint and report their findings to her. Upon completion of the report, the Chief Executive will write to the complainant advising them of the outcome.
- 3.4 The stage 3 letter concludes that if the complainant is still not satisfied with the outcome then they are able to make representation to the Local Government Ombudsman who will consider their complaint.
- 3.5 All complaints are recorded on the council's Covalent software system. Complaints against the council that relate to matters that could lead to an insurance claim are recorded and dealt with separately because of their legal nature.

## **Corporate overview**

- 3.6 During 2013/2014, 101 complaints were received by the Council, of which 92 were dealt with at Stage 1, three were escalated to Stage 2 and six progressed to Stage 3, showing that the vast majority of complaints are resolved at an early stage. The total number received in 13/14 is a significant increase on the previous year but this may be attributed to improvements in recording (following an internal audit) rather than a general increase in dissatisfaction with our services.
- 3.7 Although the total number of complaints received has increased, the speed of response has significantly improved, suggesting improved efficiency within the service.
- 3.8 The majority of complaints received related to six operational areas including council tax, planning, leisure, refuse/recycling, environmental health and housing. It is to be expected that Departments having the greatest level of contact with the public, and being the most visible, would also be subject to the highest levels of complaint.
- 3.9 In 13/14, of the 92 complaints that were received and relevant to the services provided by the District Council, 46% were justified and resulted in an apology or other action. Learning from complaints is an important aspect of the service; examples of this learning include:
- complaint relating to the website resulted in a few minor changes in line with suggestions made; the complainant was very complimentary on receiving our response.
  - complaint regarding incorrect advice resulted in staff training being conducted to rectify the problem
  - complaint regarding parking by parents near a park with a football pitch resulted in a discussion with the football club concerned, who agreed to make special arrangements in the future to prevent a reoccurrence of the problem.
- 3.10 MP enquiries are recorded separately from complaints; 78 were received in 13/14
- 3.11 Compliments are also received by the Council but these tend to be under recorded and therefore do not represent the many satisfied customers that we deliver services to
- 3.12 A report of the complaints and compliments received during 2013/14 is attached at **Appendix B**

## **Finance, Democratic and Legal Overview**

### **Democratic and Legal Services**

- 3.13 One complaint was received in 2013/14. This was actually relating to alleged harassment by a canvasser and not an LDC employee who was seeking the return of the Electoral Registration form. This was resolved at Stage 1.

### **Finance, Revenues and Benefits**

- 3.14 34 complaints were received in 2013/14 regarding Council Tax. In general, the types of complaints received vary as they are usually particular to a person's account and the catalyst for the complaint, in most cases, is where the Council have been compelled to take Recovery action. There were also some complaints about the introduction of credit card surcharges and complaints regarding the length of time taken to action accounts; this is due to limited resources within the team.

<b>4. Financial Implications</b>
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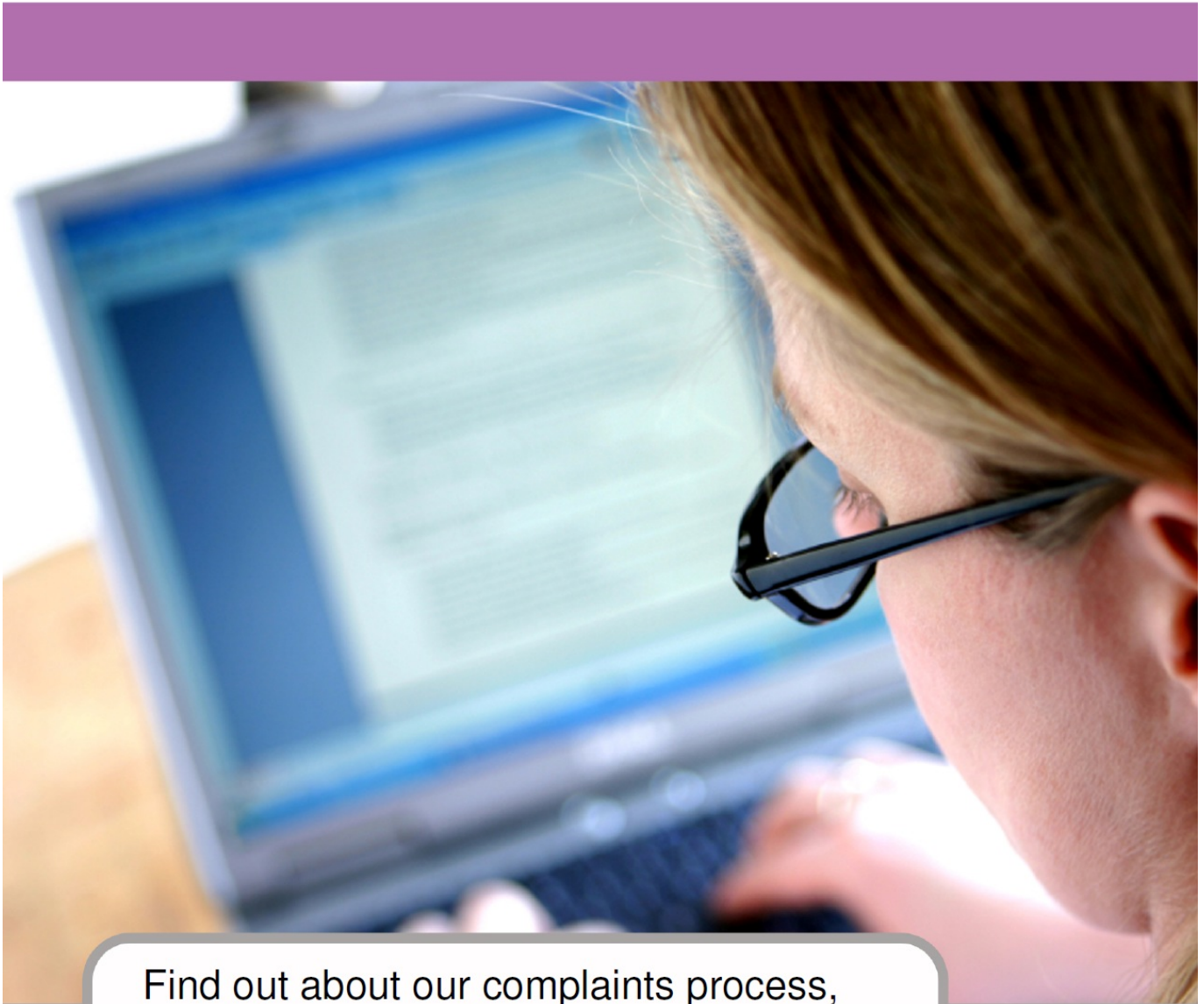
- 4.1 This report is for information only.

### **Background Documents:**

Covalent reports

# Our complaints charter

Guidance for staff



Find out about our complaints process, how it is managed internally, and what customers can expect from us.

[www.lichfielddc.gov.uk/feedback](http://www.lichfielddc.gov.uk/feedback)

When complaints are dealt with positively and well, they can not only improve the reputation of the council, they can help us learn about what matters to people, which can help us when planning for the future.



It's only natural to think of complaints in a negative way. They can make us feel defensive, angry or upset. However, if we deal with complaints well, this can enhance the reputation of the council, and at the same time we can learn a lot about what matters to people, which can help us when planning for the future.

All complaints need to be recorded so we can spot trends and emerging problems. We need everybody's help to do this.

This guidance has been written so all employees are aware of our complaints process, how it is managed and what the customer can expect from us.

### What is a complaint?

A complaint is an expression of dissatisfaction received from a customer about the council's service provision.

A complaint may be about a lack of response, poor service, delays in service being provided, one-off or ongoing problems and/or about behaviour of council employees.

There is no difference between an informal and a formal complaint - both indicate an expression of dissatisfaction, so both require a response. Complaints are usually written or received by email, but sometimes, verbal if the complaint is made at the point of service delivery.

### Service request or complaint?

Sometimes it can be difficult to differentiate between a service request and a complaint. Generally if it is a request for a service, an appeal for assistance, or a request for a repair, these should be treated as service requests.

#### Examples of service requests

These can be handled at first point of contact, an apology offered where appropriate, and corrective action taken:

- Can I have an extra recycling bin?
- I'd like to report a damaged street name sign.
- Can I arrange an inspection for ...?
- I'd like to complain about my noisy neighbour.
- The changing rooms need cleaning.
- The swimming pool is too cold.
- There's litter on the grass verge outside my house.

#### Service requests can become complaints in the following circumstances:

- Where no action is taken to deal with the service request.
- Where the quality of service has fallen below the council's published standards.
- Where insufficient information has been provided or where information has been misleading.
- Discourteous or rude treatment by staff.
- Decisions which do not follow council policy or there is inadequate explanation.
- Decisions which do not consider all of the facts.
- If a person does not agree with the decision by the service officer or manager.



## What are not complaints?

Where possible we allow all complaints to be dealt with using the process set out in this charter, but there are exclusions these include:

- A request for a service, except where this follows a service failure e.g. when an officer has failed to keep an appointment with a customer.
- Complaints against planning decisions which are dealt with under a separate appeals process.
- Insurance claims or contractual disputes - please refer to insurance officer.
- Complaints made about elected members for which a separate procedure exists. All such complaints should be referred to legal services.
- Reopening of a complaint after it has been to the Local Government Ombudsman and closed.
- Complaints made from members of staff relating to internal personnel or employment issues – these should be referred to the line manager or personnel services.
- A complaint that has already been through court or tribunal proceedings and is closed.

## How to handle a complaint

Wherever possible, efforts should be made to talk to the complainant in order to fully understand their concerns and find out what changes or outcome they want to see. If the issue can be satisfactorily resolved at the first point of contact, no further action is needed.

However, if it is clear that the complainant remains unhappy (or perhaps is raising an issue for a second, or further time) this should be handled as a complaint.

In this case, please either give the complainant a copy of the **complaints, suggestions and compliments form** to complete, or offer to fill it in on their behalf. Alternatively, refer the complainant to the [www.lichfielddc.gov.uk/feedback](http://www.lichfielddc.gov.uk/feedback) where they can fill the form in online and find out more about our complaints procedure.

Copies of the complaints, suggestions and compliments form are also available from all district council venues.

All completed complaints forms should be sent to the policy & performance team for processing.

## How we process complaints

All complaints we receive are forwarded to the relevant service area's complaints coordinator (see top right).

Each directorate has at least one complaints coordinator, who on receipt of a complaint, records it on Covalent\* (our performance management system), sends an acknowledgement to the complainant, and forwards it to the relevant officer to investigate.

All complaints we receive by letter or email are recorded as **stage 1** complaints and dealt with in accordance with the procedure detailed overleaf.

\* Please note: All correspondence relating to complaints received or sent **must** be recorded onto covalent.

## Complaints coordinators

**Community, Housing & Health**  
June Green (308701)

**Finance, Revenues & Benefits**  
Debbie Green (308010)

**Democratic, Development & Legal Services**  
Teresa Hurcombe (308192)  
and Jenny Moore (308051)

**Burntwood Depot**  
Nicky Haycock (687550)

**Leisure and Parks**  
Jenny Golding (308775)

**Chief Executive**  
Carol Pepper (308254)  
Jackie Jones (308003)

## Policy & performance team

Alison Bowen (308129)  
Colin Cooke (308121)



## Our complaints procedure & how to investigate a complaint

Our **complaints procedure** has three stages:

**Stage 1** Investigated by the line manager.

**Stage 2** Investigated by the director of service.

**Stage 3** Investigated by an independent senior officer on behalf of the Chief Executive. This will usually be a director who is not responsible for line managing services or staff involved in the complaint. The response is approved and signed by the Chief Executive.

If you are asked to investigate a complaint, please download the 'complaints checklist', from the '**Dealing with a complaint**' intranet section.

For each stage the following takes place:

- An acknowledgement is sent within three working days (letter or email) by the relevant complaints coordinator. A standard letter is available online.
- A full response\* is sent within 20 working days by the investigating officer. The complainant must receive the response within this timescale (by letter or email).
- *The 20 working days start from the date the council received the complaint, whether letter, email, telephone call or in person.*
- A copy of the response should be forwarded by the investigating officer to the relevant complaints coordinator to record on Covalent.

**\*Where matters are likely to take more time to investigate/resolve, the investigating officer should keep the complainant informed of progress within the set timeframes above.**

### An independent view

If after the whole of the complaints process has been followed (stages 1 - 3), the complainant is still unhappy with the outcome, they are then able to refer their complaint to the **Local Government Ombudsman (LGO)**. This is an independent body that investigates complaints free of charge. Complaints received by the LGO are sent to the policy & performance team, who record them on Covalent. An appropriate senior officer is then asked to investigate and respond to the LGO within 28 days. The responses are recorded by the LGO and sent to us in an annual audit letter.

### Anonymous complaints

Please investigate any anonymous complaints you receive and record them on Covalent. Where not enough detail is provided as part of the complaint, we recognise this may not be possible.

## Premature complaints

On occasion customers may contact the **Local Government Ombudsman (LGO)** before we have had the opportunity to investigate their complaint. These are called premature complaints. In such instances the LGO will forward the complaint to the policy & performance team, who will pass it to the relevant complaints coordinator. The complaints coordinator will then follow the complaints procedure. The LGO will inform the complainant that they have referred their complaint to us and we will reply directly to the complainant.

## Persistent complainers

Persistent complainers are customers who frequently contact the council, particularly after their complaint has been closed. If you need advice or guidance about a persistent complainer, please speak to the policy & performance team.

## MP enquiries

We get over 200 enquiries from MPs every year. The vast majority of these are from the MPs who represent constituencies covered by the council. Constituents contact them and they ask us for our comments in relation to the queries they receive. MP enquiries are not considered complaints, and are processed and recorded separately.

- MP enquiries are usually addressed to the Chief Executive and are forwarded to policy and performance team to record on Covalent.
- Once recorded, they are passed to the relevant officer to respond.
- *If you are asked to respond to an MP enquiry, please forward a copy of your response to the policy & performance team to record on Covalent.*
- MP enquiries need to be responded to within 20 working days from date of receipt by the council.

## Help and advice

A copy of the council's complaints procedure and customer leaflet 'How to make a complaint, suggestion or compliment' is available at [www.lichfielddc.gov.uk/feedback](http://www.lichfielddc.gov.uk/feedback). The leaflet is also available from all council venues.

Information on the number of complaints we receive is analysed regularly and is published in the '**Dealing with a complaint**' intranet section, which also contains the 'complaint checklist' for investigating officers and other handy information.

**Any questions, please contact the policy and performance team - Alison Bowen (308129) or Colin Cooke (308121).**

## SUBMISSION TO STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE

Date : 17<sup>th</sup> June 2014

Agenda item: 6

Contact officer : Richard King/Jane Kitchen

Telephone : 01543 308060 / 308770

### REPORT OF THE CABINET MEMBER FOR FINANCE, DEMOCRATIC AND LEGAL SERVICES

#### END OF YEAR PERFORMANCE OVERVIEW 2013/14

#### 1. PURPOSE OF THE REPORT

- 1.1 To advise Members of progress against the activities and projects set out in the District Council's One Year Action Plan for 13/14 which are relevant to the terms of reference of this Committee. Statistical information (key performance indicators) relating to activity is also included. Both the narrative report and the related statistics reflect performance as at 31<sup>st</sup> March 2014.
- 1.2 Members are invited to raise questions and comment (or where appropriate, request a more detailed report).

#### 2. BACKGROUND AND RATIONALE

- 2.1 Each year, the District Council produces a One Year Action Plan which sets out the key activities and projects, measures and targets that the Council intends to deliver over the coming twelve months. The Plan is considered by Council each year in February at the same time that the budget is approved.
- 2.2 The One Year Action Plan itself is a product of the discussions which take place each autumn when Member Panels consider the Service Plans produced by teams across the Council. Members can use this as an opportunity to influence the direction of travel for the coming year and in some cases use the result to influence the Work Programme of the Overview and Scrutiny Committee. End of year performance against the One Year Action Plan 13/14 which relates to this Committee is attached at **Appendix A**. The key performance indicators are attached at **Appendix B**.
- 2.3 A composite of all the performance reports from the four Overview and Scrutiny Committees will be provided to Cabinet in July 2014.

#### 3. PERFORMANCE HIGHLIGHTS

- 3.1 A copy of the end of year performance report for the Finance, Democratic and Legal portfolios is attached at **Appendix A**. This Committee has contributed to several of the activities and projects which feature in the 13/14 Action Plan including:
  - Staffordshire County Council occupation of Venture House
  - Police occupation of District Council House
  - Progressing review of Council services
  - ICT review
- 3.2 Service Managers routinely monitor activity and performance delivered by their teams. Progress against key performance indicators is attached at **Appendix B**. Some data is collected monthly, others quarterly.



#### **4. RECOMMENDATION**

- 4.1 Members are requested to consider and comment on the performance report overview for 13/14 which is attached at **Appendix A** and the statistical analysis attached at **Appendix B**

#### **5. COMMUNITY BENEFITS**

- 5.1 The effective scrutiny of performance reports and data drives performance improvement leading to direct benefits for the community through improved services and value for money based on achieving key priorities.

#### **6. FINANCIAL IMPLICATIONS**

- 6.1 None arising directly from this report; the Portfolio outturn at September 2013 was within budget. A more detailed report on the corporate outturn position for 2013/14 will be considered in the Money Matters report which will be presented to Strategic Overview and Scrutiny Committee in September and Cabinet in October 2014.

#### **7. PLAN FOR LICHFIELD DISTRICT IMPLICATIONS**

- 7.1 The report identifies some of the key areas of achievement so far during 13/14. These include:
- Occupation of Council owned premises by other Agencies
  - Review of ICT arrangements
  - Progress of Council Service Reviews

#### **8. CRIME AND COMMUNITY SAFETY ISSUES**

- 8.1 Occupation of Venture House should help ensure the building does not become the target of vandalism.

#### **9. RISK MANAGEMENT ISSUES**

<b>Risk Description</b>	<b>Likelihood / Impact</b>	<b>Status</b>	<b>Risk Category</b>	<b>Countermeasures</b>
Information provided to Members is too 'high level' and inadequate for robust scrutiny	Medium / medium	Material	Reputation	Members can request further details or a separate report on any item referred to in the report.  The Cabinet Member, Director and Service Managers are in attendance at the O&S meeting and can elaborate on the content of the report

**A Plan for Lichfield District - 2013/14 One Year Action Plan  
Performance Report to Strategic (Overview and Scrutiny) Committee**

The purpose of this report is to update Members on progress achieved against the activities and projects set out in the District Council's 2013/14 One Year Action Plan and to invite questions and comment (or where appropriate, for members to request a more detailed report). This report contains only those actions and projects that relate to the areas covered by this Committee

✓	On Target
=	In Progress
X	Behind Target

Activities and Projects 2013/14	Measures and Targets 2013/14	On Target ✓ = X	Current Performance (including comparative data where available)
<b>THIS WILL BE UNDERPINNED BY BEING A WELL MANAGED COUNCIL</b> <i>A good council that provides community leadership and delivers value for money services that people want</i>			
<b>Long Term Outcome: We'll strengthen our community leadership and influencing role especially through effective relationships with partner organisations</b>			
Continue to work with partners in identifying opportunities to share accommodation and property asset resources <i>(Councillor Spruce)</i>  Prepare for Individual Electoral Registration <i>(Councillor Spruce)</i>	100 County Council staff relocated to Venture House by spring 2013  Police face to face reception facility integrated within Lichfield Connects by spring 2013 Procedures in place by December 2013  County Council Elections successfully administered in May 2013	✓  ✓  ✓  ✓	Staffordshire County Council did not finalise their requirements and commit to the project until October 2013. Lease completed and occupation has now taken place.  Works completed and Police took occupation beginning of September 2013.  Processes and procedures have been developed and our Implementation Plan has been submitted to the Electoral Commission. Article appeared in InTouch magazine and everything on track.  The County Council Elections were successfully administered. Some improvements have been identified as set out on the report to the Strategic Overview and Scrutiny Committee on 12 September 2013.
<b>Long Term Outcome: We'll keep a tight control and management of the council's finances</b>			
Undertake a review of all council services in line with the Council's Fit for the Future Programme (F4F) <i>(Councillor Wilcox)</i>  Undertake Treasury Management activities to monitor our cash flow and investments with the assistance of the Council's Treasury Management Advisors <i>(Councillor Spruce)</i> Administer the Council's approved Localisation of Council Tax Support scheme <i>(Councillor Spruce)</i>	Programme initiated in spring 2013  Adequate working capital available to deliver council's priorities/services.  Local Scheme successfully administered	  =  ✓	Phase Two of F4F Reviews has commenced. These include : - Internal Audit - Corporate Debt - Asset Management - Planning - Grounds Maintenance, Parks and Countryside - Leisure Provision - Channel Shift  Reports for each Review will or have been made to the respective Overview and Scrutiny Committees. The Council's Treasury Management Performance for the first 6 months of 2013/14 was reported to the Strategic Overview and Scrutiny Committee and a further report will be submitted to this Committee on 23 September 2014. The Council's Local Scheme was implemented on 1 April 2013.
<b>Long Term Outcome: We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services</b>			
Improve the way we use technology to deliver savings and efficiencies <i>(Councillor Eadie)</i>  Merge Democratic and Legal Services <i>(Councillor Spruce)</i>	Implementation plans achieved  Increased number of transactions by electronic means  New structure in place by April 2013	=  ✓  ✓	The Council set up an ICT Review Group on 1-April 2013 that achieved its target of reporting to Council on 24 February 2014, having made options and recommendation to the Strategic Overview and Scrutiny Committee on 30 January 2014 and Cabinet on 4 February 2014. New IT arrangements agreed February 2014.  The number of web and automate telephone payments is 29% higher than the same period of last year and the value of these payments is 17% higher.  The merger took place in April 2013.

**APPENDIX B**

Internal Business Support Services (**IBSS**) / Revenues and Benefits (R&Bs) /  
Information Communication and Technology Procurement Services (**ICTP**)

<b>WHAT WE MEASURE</b>	<b>HOW WE DID IN 2012/13</b>	<b>HOW WE PERFORMED IN 2013/14</b>
<b>IBSS</b> Creditors paid within 30 days	100%	100%
<b>R&amp;Bs</b> Housing Benefit/Local Council Tax Support since 1 April 2013 (previously Council Tax Benefit) - Time taken to process new claims  Housing Benefit/Local Council Tax Support since 1 April 2013 (previously Council Tax Benefit) - Time taken to process changes in circumstances	21 days  7 days	23 days  8 days
<b>ICTP</b> Commercial Applications Received  Streets Named  Residential Properties Numbered  Residential Property Name changes  Number of payments made via website  Value of payments made via website  Number of payments made via self-service telephone  Value of payments made via self-service telephone  Number of payments made via Staff assistance  Value of payments made via Staff assistance	53  1  103  49  14,228  £2,017,888.84  11,043  £1,613,285.45  9,881  £1,275,125.79	75  8  354  489  18,524  £2,334,483.42  13,228  £1,734,696.05  11,852  £1,425,270.81

# FORWARD PLAN

## VERSION 1

Issued: 02.05.2014

Effective for the Period 01.06.2014 – 30.09.2014

Representations in respect of all the matters shown should be sent in writing to the contact officer indicated at Lichfield District Council, District Council House, Frog Lane, Lichfield, Staffs. WS13 6YU no later than one week before the decision is due to be made.

Copies of documents can also be obtained by contacting the relevant Officer.

Facsimile: 01543 309899; Telephone: 01543 308000

- Key decisions are:
1. A decision made in connection with setting the Council Tax
  2. Expenditure or savings if they exceed £50,000
  3. A decision which significantly affects the community in two or more wards

MATTER FOR KEY DECISION <sup>(1)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	WHO WILL MAKE DECISION <sup>(6)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
Funding of the Community & Voluntary Sector	The future level of funding of the Community & Voluntary Sector	03/06/2014	Considered by a Member Panel and Community Housing & Health Overview & Scrutiny Committee 24 March 2014.		Cabinet	<b>OFFICER:</b> Mr C Gibbins (01543) 308702  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

MATTER FOR KEY DECISION <sup>(1)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	WHO WILL MAKE DECISION <sup>(6)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
Acceptance of funding from Public Health Staffordshire	To accept funding of £60k from the County Council to pursue public health activities.	03/06/2014	None; notification of funding too late for inclusion on O&S Agenda	Report to Cabinet Public Health Commissioning Prospectus	Cabinet	<b>OFFICER:</b> Ms H Spearey (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677
Consideration of tender received for the acquisition of a long lease of 36a Bore Street Lichfield	To accept or reject the tender submitted.	03/06/2014	Following the receipt of a tender a Cabinet decision is required.	None	Cabinet	<b>OFFICER:</b> Mr J G Brown (01543) 308061  <b>CABINET MEMBER:</b> Councillor C J Spruce (01543) 253733
Managing the Parks Estate	To consider management arrangements of specific parks and open spaces	03/06/2014	Parish Councils Operational Services, Leisure Tourism and Communications (O&S) Committee	Service Review Documents Correspondence with Parish Councils	Cabinet	<b>OFFICER:</b> Mr N Turner (01543) 308761  <b>CABINET MEMBER:</b> Councillor A F Smith (01543) 410685

MATTER FOR KEY DECISION <sup>(1)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	WHO WILL MAKE DECISION <sup>(6)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
<b>Money Matters Reports:</b>  1) Council's Financial Performance 2013/14 2) Treasury Management Outturn & Pls for 2014/14 3) NNDR 2014/15 Actual		15/07/2014			Cabinet	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733
Better Care Fund	To endorse progress on the development of the Better Care Fund for Staffordshire	15/07/214	To be included on the Work Programme for CHH O&S in 14/15	Member decision report (reported to Council in April) Better Care Fund submission	Cabinet	<b>OFFICER:</b> Ms H Spearey (01543) 308700  <b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677

<b>MATTER FOR KEY DECISION <sup>(1)</sup></b>	<b>DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup></b>	<b>DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup></b>	<b>CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW &amp; SCRUTINY (f no consultation has been undertaken please briefly explain why)</b>	<b>DOCUMENTS AVAILABLE <sup>(5)</sup></b>	<b>WHO WILL MAKE DECISION <sup>(6)</sup></b>	<b>CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup></b>
Locality Commissioning	To endorse the development and adoption of a locality commissioning model by the Local Strategic Partnership.	15/07/2014	<p>Consultation with the Lichfield District Board (Chaired by the Leader of the Council)</p> <p>To be included on the Work Programme for Community, Housing and Health (Overview &amp; Scrutiny) Committee in 14/15</p>	Report to Cabinet Discussion paper considered by the District Board on 25/3/2014	Cabinet	<p><b>OFFICER:</b> Ms H Spearey (01543) 308700</p> <p><b>CABINET MEMBER:</b> Councillor C Greatorex (01543) 416677</p>
<p><b>Money Matters Report:</b></p> <p>Council's Financial Performance for first 3 months April to June 2014</p>		09/09/2014			Cabinet	<p><b>OFFICER:</b> Mrs J Kitchen (01543) 308770</p> <p><b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733</p>

MATTER FOR KEY DECISION <sup>(1)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	WHO WILL MAKE DECISION <sup>(6)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
<b>Money Matters Report:</b>  1) Council's Financial Performance 2013/14 2) Statement of Accounts 2013/14 3) Treasury Management Outturn & Pls for 2013/14 3) Annual Governance Statement 2013/14		23/09/2014			Strategic (O&S) Committee	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733
<b>Money Matters Reports:</b>  1) Council's Financial Performance 2013/14 2) Treasury		30/09/2014			Council	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733



MATTER FOR KEY DECISION <sup>(1)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	WHO WILL MAKE DECISION <sup>(6)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
Management Outturn and Pls for 2013/14						
<b>Money Matters Reports:</b> 1) Council's Financial Performance 2014/15 for first 6 months April to September 2014 2) Treasury Management Performance for first 6 months April to September 2014		18/11/2014			Strategic (O&S) Committee	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733
<b>Money Matters Reports:</b> 1) Council's Financial Performance 2014/15 for first 6 months April to September 2014		02/12/2014			Cabinet	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733

MATTER FOR KEY DECISION <sup>(1)</sup>	DECISION EXPECTED TO UNDERTAKE <sup>(2)</sup>	DATE OR PERIOD WHEN DECISION LIKELY <sup>(3)</sup>	CONSULTATION <sup>(4)</sup> INCLUDING CONSULTATION WITH OVERVIEW & SCRUTINY (f no consultation has been undertaken please briefly explain why)	DOCUMENTS AVAILABLE <sup>(5)</sup>	WHO WILL MAKE DECISION <sup>(6)</sup>	CONTACT OFFICER/CABINET MEMBER <sup>(7)</sup>
2) Treasury Management Performance for first 6 months April to September 2014						
<b>Money Matters Reports:</b> 1) Medium Term Financial Strategy 2) Treasury Management Policy and Strategy 3) Council's Tax Resolution 2015/16		17/02/2015			Council	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733
Exception and Exemptions Financial Regulations 2013/14		08/04/2015			Audit Committee	<b>OFFICER:</b> Mrs J Kitchen (01543) 308770  <b>CABINET MEMBER:</b> Councillor C Spruce (01543) 253733

1. The matter in respect of which the decision is to be made
2. What decision the Council will be asked to make
3. A date on which, or period within which, the decision will be made
4. What groups of people and/or organisations will be consulted before the decision is made and how the consultation will be carried out.
5. What background documents will be available to the person or Committee making the decision
6. Who will make the decision, i.e. the Cabinet, an Cabinet Member alone, an Officer under Delegated Powers
7. The Officer or Member who should be contacted regarding the matter under consideration.

### **MEMBERS OF THE CABINET**

**Leader of Cabinet and Cabinet Member for Communications**  
**Deputy Leader of Cabinet and**  
**Cabinet Member for Economic Growth, Tourism & Development**  
**Cabinet Member for Leisure and Parks**  
**Cabinet Member for Community, Housing and Health**  
**Cabinet Member for I.T. and Waste Management**  
**Cabinet Member for Finance, Democratic and Legal Services**

**Councillor M. J. Wilcox**  
  
**Councillor I. M. P. Pritchard**  
**Councillor A. F. Smith**  
**Councillor C. Greatorex**  
**Councillor I. M. Eadie**  
**Councillor C. J. Spruce**

### **MEMBERS OF THE COUNCIL**

Allsopp, Mrs J A	Eadie, I M	Mosson, R C	Smith, D S	Wilis-Croft, K A
Arnold, Mrs S P	Eagland, Mrs J M	Mynott, G	Spruce, C J	Wilson, B
Awty, R J	Evans, Mrs C D	Norman, S G	Stanhope MBE, Mrs M	Woodward, Mrs S E
Bacon, B F	Fisher, Mrs H E	Pearce, A	Strachan, R W	Yeates, B W
Bacon, Mrs N	Flowith, Mrs L E	Perkins, Mrs E C	Taylor, S D	
Barnett, Mrs S A	Greatorex, C	Powell, J J R	Thomas, T J	
Bland, Mrs M P	Hancocks, Mrs R	Pritchard, I M P	Tittley, M.C	
Boyle, Mrs M G	Heath, H R	Pullen, D.R.	Tranter, Mrs H	
Constable, Mrs B L	Hogan, P	Richards, Mrs V	Walker, J T	
Constable, D H	Humphreys, K P	Roberts, N J	Warfield, M A	
Cox, R E	Isaacs, D	Salter, D F	White, A G	
Derrick, B W	Leytham, D J	Smedley, D	Wilcox, M J	
Drinkwater E N	Marshall, T	Smith, A F	Wilks, J J	

**STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15** (v5)

Item	17th June 2014	23 <sup>rd</sup> Sept 2014	18 <sup>th</sup> Nov 2014	21 <sup>st</sup> Jan 2015	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
<b>Policy Development</b>								
Terms of Reference	✓				To remind the Committee of the terms of reference and suggest any amendments		RK	Cllr Spruce
Compliments and Complaints	✓				To provide members with an overview of the compliments and complaints received corporately during the last financial year and a more detailed analysis of those which are of specific relevance to this Committee	A Well Managed Council - We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	RK	Cllr Spruce
Fit for Future	BP	✓			This will outline progress on the programme to date and propose budget reductions	A Well Managed Council - We'll keep a tight control and management of the council's finances	DT	Cllr Wilcox
End of Year Performance Overview for 2013/2014	✓				Scrutinise performance against the projects and activities set out in the One Year Action Plan 12/13 which fall within the remit of the Strategic O&S Committee	A Well Managed Council - We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	HS	Cllr Greatorex

**STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15** (v5)

Item	17th June 2014	23 <sup>rd</sup> Sept 2014	18 <sup>th</sup> Nov 2014	21 <sup>st</sup> Jan 2015	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Council's Financial Performance for 2013/14		✓			Scrutinise the Council's performance against the Medium Term Financial Strategy	A Well Managed Council - We'll keep a tight control and management of the council's finances	JK	Cllr Spruce
Statement of Accounts 2013/14		✓			Scrutinise the Statement of Accounts	A Well Managed Council - We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	JK	Cllr Spruce
Treasury Management Outturn & Prudential Indicators for 2013/14		✓			Scrutinise performance of the Treasury Management Strategy	A Well Managed Council - We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	JK	Cllr Spruce
Half yearly performance report for 2014/15			✓		Scrutinise performance against the projects and activities set out in the One Year Action Plan 13/14 which fall within the remit of the Strategic O&S Committee	A Well Managed Council - We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	RK	Cllr Spruce
Half-yearly report on financial performance for 2014/15			✓		Monitor the position in relation to the Medium Term Financial Strategy for 2013/2014	A Well Managed Council - We'll keep a tight control and management of the council's finances	JK	Cllr Spruce

**STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15** (v5)

Item	17 <sup>th</sup> June 2014	23 <sup>rd</sup> Sept 2014	18 <sup>th</sup> Nov 2014	21 <sup>st</sup> Jan 2015	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Half Year Report on Treasury Management Services and Projected Prudential Indicators 2014/15			✓		Monitor Treasury Management activities and Prudential Indicators	A Well Managed Council - We'll keep a tight control and management of the council's finances	JK	Cllr Spruce
Fit for the Future Programme - Reviews					To update the Committee on the latest position on reviews which are taking place and consider the Project Initiation Documents.	A Well Managed Council - We'll keep a tight control and management of the council's finances	DT/RK/ JK	Cllr Spruce
Medium Term Financial Forecast for Revenue /Capital 2012/15				✓	Scrutinise the Council's resource plans in relation to the delivery of the Strategic Plan priorities	A Well Managed Council - We'll keep a tight control and management of the council's finances	JK	Cllr Spruce
Treasury Management Strategy Report				✓	Outline District Council's strategy to manage investments and banking and control risks	A Well Managed Council - We'll keep a tight control and management of the council's finances	JK	Cllr Spruce
One Year Action Plan 2015/16				✓	This will accompany the three year medium term financial forecast for Revenue/Capital and reflect the one year actions needed to deliver the Plan for Lichfield District	A Well Managed Council - We'll maximise the council's performance, innovation and efficiency, so we use our resources well and deliver good quality and better value services	HS	Cllr Greatorex

**STRATEGIC (OVERVIEW AND SCRUTINY) COMMITTEE DRAFT WORK PROGRAMME FOR 2014-15** (v5)

Item	17 <sup>th</sup> June 2014	23 <sup>rd</sup> Sept 2014	18 <sup>th</sup> Nov 2014	21 <sup>st</sup> Jan 2015	Details/Reasons	Link to 2014/15 One Year Action Plan	Officer	Member Lead
Third Quarter Review of Performance against Financial Strategy 2014/15				✓	Scrutinise financial performance and the revised estimate for the full year.	A Well Managed Council - We'll keep a tight control and management of the council's finances	JK	Cllr Spruce
<b>Briefing Papers</b>								
Individual Electoral Registration	✓				Update on progress to implement individual electoral registration		RK	Cllr Spruce