

Dear Members

Resources Scrutiny Committee

A meeting of the Resources Scrutiny Committee will be held on **Tuesday 24 June 2025** at **6.30pm** in the **Craddock Room, Civic Centre, Riverside, Stafford** to deal with the business as set out on the agenda.

Please note that this meeting will be recorded.

Members are reminded that contact officers are shown at the top of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.



Head of Law and Governance

RESOURCES SCRUTINY COMMITTEE

24 JUNE 2025

Chair - Councillor M J Winnington

AGENDA

- 1 Minutes of 5 March 2025 as previously published on the Council's website.
- 2 Apologies
- 3 Public Question Time - Nil
- 4 Councillor Session - Nil
- 5 Called in Items - Nil

Page Nos

- 6 Members' Items - Nil
 - 7 Officers' Reports
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Membership

Chair - Councillor M J Winnington

K M Aspin	A M Loughran
E L Carter	A Nixon
M G Dodson	J S Powell
R A James	J P Read
P A Leason	M J Winnington

Agenda Item 7(a)

Business Planning Report

Committee: Resources Scrutiny Committee

Date of Meeting: 24 June 2025

Report of: Head of Law and Governance

1 Purpose of Report

- 1.1 To review the programme of business considered by each of the Councils Scrutiny Committees in 2024/25 with a view to the annual report being submitted to the Council.

2 Recommendations

- 2.1 The Committee note and approve the report in the **APPENDIX** as its Annual Report to the Council.

Reasons for Recommendations

- 2.2 Article 6.3 of the Constitution requires Scrutiny committees to report annually to full Council on their workings.

3 Key Issues

- 3.1 The report seeks to provide an overview of the role of scrutiny across the council and reflects on the work conducted by each Scrutiny Committee over the past Municipal Year.

4 Relationship to Corporate Priorities

- 4.1 Good scrutiny can enhance decision making across all Council priorities. In particular it supports Priority 4: Effective Council through providing good customer experience, value for money to local taxpayers and good governance across the Council.

5 Report Detail

- 5.1 An annual report is submitted to full Council at the end of every Municipal year summarising the work carried out by each scrutiny committee.

5.2 Following feedback received in relation to previous annual reports, officers have changed the format of the report for this year. Rather than produce three separate reports, the work of scrutiny is now to be reported under one holistic report. This allows the report to highlight the overall work and purpose of scrutiny and the synergies between each committee's functions. This better reflects the fact that, regardless of the number of committees that work is divided between, scrutiny should act as one function.

5.3 The report does, however, summarise the work carried out by each individual committee over the course of 2024/25. The content of the report has also been expanded compared to previous years.

5.2 The report is intended to be submitted to full Council on 22 July 2025.

6.1 Financial

None

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equalities and Diversity

The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

6.6 Health

None

6.7 Climate Change

None

7 Appendices

Annual Scrutiny Business Report

8 Previous Consideration

None

9 Background Papers

File in Law and Governance

Contact Officer: Jackie Allen

Telephone Number: 01785 619552

Ward Interest: None

Report Track: Community Wellbeing Scrutiny 17 June 2025

Resources Scrutiny 24 June 2025

Economic Development and Planning Scrutiny 2 July 2025

Council 22 July 2025

Key Decision: N/A

APPENDIX

Annual Scrutiny Business Report

Committee:	Council
Date of Meeting:	22 July 2025
Report of:	Head of Law and Governance
Portfolio:	Leader

1 Purpose of Report

- 1.1 To report the business conducted by Scrutiny Committees over 2024/25.

2 Recommendations

- 2.1 That Council note the report and the work of Scrutiny over 2024/25.

Reasons for Recommendations

- 2.2 To make Council aware of the scrutiny activity that has been undertaken over the last municipal year.

3 Key Issues

- 3.1 Scrutiny is an important function in every council operating executive arrangements. It is important that members understand the role of scrutiny and that Council is kept informed of the work undertaken by Scrutiny Committees.
- 3.2 This report provides a summary of the work undertaken by each committee over the last municipal year. Full details of committee agendas and reports can be found on the Councils website.

4 Relationship to Corporate Priorities

- 4.1 Good scrutiny can enhance decision making across all Council priorities. In particular it supports Priority 4: Effective Council through providing good customer experience, value for money to local taxpayers and good governance across the Council.

5 Report Detail

- 5.1 The Council operates Executive arrangements through the election of a Leader and Cabinet. Every local authority operating Executive arrangements is required to establish at least one Overview and Scrutiny Committee to act as a check and balance to the Executive.
- 5.2 Scrutiny Committees are cross party committees each reflecting the overall political balance of the Council. They are not decision making bodies, but allow elected members who do not sit on the Cabinet to scrutinise and influence Executive decision making. This can take the form of scrutinising decisions that Cabinet are planning to take (policy review and development), those it plans to implement (through use of call-in procedures) and those that have already been implemented (through performance review).
- 5.3 National guidance advises that scrutiny work should be based upon four principles. It should:
- Provide constructive “critical friend” challenge
 - Reflect the voices and concerns of the public
 - Be led independently by members who take responsibility for their role, and
 - Drive improvement in services and strategic decision making
- 5.4 The Council has established three scrutiny committees, each with its own terms of reference and areas of oversight. The three areas are Resources, Economic Development and Planning and Community Wellbeing. Details of each committee’s remit, and the procedure rules for the scrutiny function, are set out in the Council’s Constitution.

Performance Review

- 5.5 Each committee regularly monitors Council performance, within its area of scrutiny, through the review of quarterly performance information. Information reported includes progress against delivery plans and key performance indicators, and enables members to identify whether the Council is achieving its corporate plan objectives. Effective monitoring helps the Council to identify good and poor performance and to take action where needed to put things right.
- 5.6 Senior officers attend committee meetings to answer any questions, or respond to requests for clarification, and committees have the power to call senior officers and Cabinet members to account.

- 5.7 In addition to playing an important role in reviewing performance, each committee sets its own scrutiny work programme for the year. The following additional scrutiny work was carried out by each committee during 2024/25.

Resources

- 5.8 The Resources Scrutiny Committee reviewed the draft General Fund Revenue Budget, Capital Programme and Fees and Charges, prior to consideration by full Council at its Budget meetings. The Committee was also consulted on the Councils new Corporate Plan, setting out its vision, priorities and objectives for the next two years, prior to its adoption by full Council in April 2025.
- 5.9 The Committee set up a task and finish group to conduct the annual review of the Councils constitution. A number of proposals were considered and the committee recommendations were adopted by full Council in April 2025.
- 5.10 The Committee reviewed arrangements for the introduction of the new Procurement Act, in particular focusing on the changes to the Councils internal rules governing the conduct of public procurement. It also reviewed the performance of corporate complaints handling over 2023/24, including monitoring details of any complaints referred to the Ombudsman over that period.

Economic Development and Planning

- 5.11 In light of the significant volume of regeneration work currently being undertaken by the Council, the Economic Development and Planning Scrutiny Committee held a number of meetings to review updates on Regeneration Projects within Stafford town, the UK Shared Prosperity Fund, the Business Growth programme and the Stafford Station Gateway project.
- 5.12 The Committee also received a presentation on the Councils Economic Strategy, and reviewed the contents of the draft Infrastructure Funding Statement for 2024, which outlined the Councils section 106 spend.
- 5.13 The Committee set up a task and finish group to look into promotion and support of Town Centre Events. The group held a number of meetings before reporting back to committee. A number of recommendations were referred to Cabinet.

Community Wellbeing

- 5.14 The statutory overview and scrutiny function for Staffordshire is undertaken by Staffordshire County Council's Health and Care Overview and Scrutiny Committee. In accordance with good practice, and to ensure co-ordinated scrutiny of local health matters between councils, the Chair of the Community Wellbeing Scrutiny Committee is also a member of the County Council committee and a member of the County Council scrutiny is appointed to the Community Wellbeing Scrutiny Committee. The committee has a standing agenda item where it receives reports from the County Scrutiny alerting it to any health matters being scrutinised.
- 5.15 In addition to monitoring local health matters, the committee held meetings to review matters including Disabled Facilities Grants, development of the Homelessness Strategy, progress of Health Inequalities Projects and a presentation on the structure of the Councils Waste Services team.
- 5.16 The committee also reviewed the work carried out by the Councils external contractors for Leisure Services and Waste Collection, through receipt of their annual reports, and received a presentation on the work of the Social Housing Provider "Housing Plus" in the Borough.
- 5.17 The committee received a report from the Community Wellbeing Partnership regarding work carried out in respect of reducing crime and disorder within the Borough over the year.
- 5.18 The committee set up a task and finish group to look at the topic of Food Waste. The group has met once so far and will be scheduling a further meeting in the new municipal year.
- 5.19 The committee received one called-in item, referred to it under the Councils scrutiny call-in arrangements. This related to the Cabinets decision to adopt a policy for the process of administering the provision of grants to Voluntary Sector Organisations. The committee considered the policy and made a recommendation back to Cabinet.

Future Work Programme

- 5.20 Each committee sets its initial annual work programme at the first business meeting of the new municipal year, taking into account any outstanding matters from the previous year and any new priorities for the upcoming year. The work programme is reviewed as a standing item at every meeting.

6 Implications

6.1 Financial

None

6.2 Legal

As set out in the report.

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equalities and Diversity

None

6.6 Health

None

6.7 Climate Change

None

7 Appendices

None

8 Previous Consideration

None

9 Background Papers

None

Contact Officer: Ian Curran

Telephone Number: 01785 619220

Ward Interest: N/A

Report Track: Council 22 July 2025, Resources 24 June 2025,
Community Wellbeing 17 June 2025, Economic Planning
and Development 2 July 2025

Key Decision: N/A

Agenda Item 7(b)

Complaints Monitoring 2024/2025

Committee: Resources Scrutiny Committee

Date of Meeting: 24 June 2025

Report of: Head of Law and Governance

Portfolio: Resources

1 Purpose of Report

- 1.1 To update the Scrutiny Committee on performance in relation to corporate complaints and complaints referred by the Local Government and Social Care Ombudsman.

2 Recommendations

- 2.1 That the report be noted.

Reasons for Recommendations

- 2.2 To update the Scrutiny Committee on performance in relation to complaints for the previous municipal year.

3 Key Issues

- 3.1 The following report updates the Committee on performance in relation to corporate complaints and complaints referred by the Local Government and Social Care Ombudsman.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with the following Corporate Plan Priority 4: Effective Council ensuring good customer experience, value for money and good governance.

5 Report Detail

5.1 The Complaints Procedure

- 5.1.1 The Council's Complaints Procedure encompasses a two stage procedure. This is in line with the majority of other public authorities and accords with the advice of the Local Government Ombudsman to limit complaints processes to two stages to avoid unduly long processes or delayed access to the Ombudsman. Stage 1 incorporates a response by an officer responsible for the service provided and Stage 2 provides from a response from a Chief Officer if the complainant is not satisfied by the Stage 1 response.
- 5.1.2 Most contacts received by the Council will be classed as service requests rather than complaints. Officers will seek to resolve any such requests at an early stage as a normal part of its business. If the service recipient remains unsatisfied, however, they then have access to the formal complaints process. Under the process, the Council keeps a central record of all complaints received at Stage 1 and Stage 2.
- 5.1.3 A breakdown of complaints for Stage 1 in 2024/25 compared with the previous year, is as follows:

Service	2023/24	2024/25
Law and Governance	0	1
Development	23	9
Finance	6	1
Transformation and Assurance	0	0
Operations	4	4
Regulatory	7	2
Wellbeing	3	2
Corporate Assets	0	0
Total	43	19

- 5.1.4 A breakdown of complaints for Stage 2 in 2024/25, compared with the previous year is as follows:

Service	2023/24	2024/25
Law and Governance	0	1
Development	11	4
Finance	0	1
Transformation and Assurance	0	0
Operations	0	1
Regulatory	3	0
Wellbeing	0	1
Corporate Assets	0	0
Total	14	8

5.1.5 In the vast majority of instances the complaints investigated related to the outcome of decisions made in accordance with the Council's working procedures, guidelines and policies and therefore no recommended action was required. Complaints also related to procedures followed in making decisions and the quality of communication received by the complainant.

5.1.6 The Council currently aims to acknowledge stage 1 complaints within 5 working days and respond within 15 working days. The average response times for 2024/25 (in days) were as follows:

Average no. of days to acknowledge: 4.4

Average no. of days to respond: 14.2

5.1.7 The Council currently aims to acknowledge stage 2 complaints within 5 working days and respond within 20 working days. The average response times for 2024/25 (in days) were as follows:

Average no. of days to acknowledge: 5.4

Average no. of days to respond: 21.1

5.2 **Complaints referred to the Local Government and Social Care Ombudsman**

5.2.1 There were 5 complaints determined by the Local Government and Social Care Ombudsman during 2024/25, which are summarised at **APPENDIX 1**. This compares to 11 complaints in 2023/24.

5.2.2 Although not a prerequisite, the Local Government and Social Care Ombudsman will usually only investigate a complaint when the complainant is not satisfied with the response given by the Council at the final stage of the Corporate Complaints process.

5.2.3 As can be seen from the summary included at **APPENDIX 1**, during 2023/24, the Local Government and Social Care Ombudsman did not find the Council to be at fault in any case.

6 **Implications**

6.1 **Financial**

None

6.2 **Legal**

None

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equalities and Diversity

None

6.6 Health

None

6.7 Climate Change

None

7 Appendices

Appendix 1:

Appendix 2:

8 Previous Consideration

None

9 Background Papers

None

Contact Officer: Jackie Allen

Telephone Number: 01785 619552

Ward Interest: None

Report Track: 24 June 2025 Resources Scrutiny Committee (only)

Key Decision: N/A

Appendix 1

Complaints Monitoring 2024/25

Complaints to the Local Government and Social Care Ombudsman 2024/25

Ref	Decision Date	Subject	Services Involved	Decision
1	15 July 2024	Planning	Development	No investigation as planning appeal process available.
2	2 October 2024	Planning	Development	Insufficient evidence of fault.
3	6 February 2025	High Hedge Complaint	Development	No investigation as planning appeal process available.
4	11 March 2025	Planning	Development	No investigation as complainant has not suffered injustice
5	11 May 2025	Planning	Development	No investigation as planning appeal process available and unlikely to find fault.

Agenda Item 7(c)**End of Year Performance Report for 2024-25**

Committee:	Cabinet
Date of Meeting:	26 June 2025
Report of:	Head of Transformation and Assurance
Portfolio:	Resources Portfolio

1 Purpose of Report

- 1.1 To advise Members on the progress in delivering the Council's priorities and performance at the end of 2024-25.

2 Recommendations

- 2.1 To note the progress made at the end of 2024/25 relating to the delivery of the Council's priorities and performance as set out in **APPENDICES 1 AND 2**.

Reasons for Recommendations

- 2.2 The performance information allows Cabinet to monitor progress in delivery of the Council's corporate priorities and operational services.

3 Key Issues

- 3.1 Priority Delivery Plans (PDPs) for 2024/25 have been produced pending the development of a new Corporate Business Plan. They set out the Council's key strategic and operational priorities and the key actions to deliver these.
- 3.2 Overall, 79% of the key actions have been delivered or are on schedule to be completed. Progress in delivering the PDPs is summarised in 5.3 of the report and set out in detail in **APPENDICES 1A TO 1D**.
- 3.3 With regard to the operational performance of the key services of the Council, 67% of targets have been met or exceeded. Further details can be found at 5.6 and in **APPENDIX 2**.

4 Relationship to Corporate Priorities

- 4.1 The indicators and actions contribute individually to all of the Council's priorities.

5 Report Detail

- 5.1 The Corporate Business Plan 2021-24 sets out the Council's overarching priorities. Pending the development of the new corporate business plan, the overarching priority themes remain the same but new priority delivery plans have been developed setting out the key strategic and operational priority projects and the key actions to deliver these.

Priority Delivery Plans

- 5.2 The Priority Delivery Plans are set out in **APPENDICES 1A TO 1D**, to this report. These plans establish the actions and timetable for delivery and form the basis of the Council's performance reporting framework.
- 5.3 A commentary on performance and a rating for each of the actions set out in the Delivery Plans is given in **APPENDICES 1A TO 1D**. A summary of progress, by rating, is given in table 1 below.

Table 1: Summary of progress in delivery of key projects/actions as at end of 2024/25

Performance Rating	Action complete	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	No longer applicable	Total Number of Actions
Corporate Business Plan Priority					N/A	
The Economy	20	2	5			27
Community	17	2	5			24
Climate Change	2		1			3
The Council	10	3	2		2	17
Total	49 (69%)	7 (10%)	13 (18%)		2 (3%)	71

- 5.4 At the end of 2024/25, of the 71 projects/actions due for delivery in this period:
- 56 (79%) have been completed or are on target to be completed;
 - 13 (18%) are behind schedule; and
 - 2 (3%) are no longer applicable.
- 5.5 The key project successes during 2024/25 are:
- Commencement of demolition works in Stafford town centre and station approach project;
 - Creation of a play area improvement programme;
 - New Homelessness and Rough Sleeper Strategy approved;
 - Approval of the Climate Change Strategy and Action Plan; and
 - The closure and publication of 3 sets of accounts bringing the Council up-to-date.

Key Performance Indicators

- 5.6 In addition to the Delivery Plans, performance is also reported against the delivery of key operational services; Key Performance Indicators (KPIs) for these services are set out in **APPENDIX 2**. In summary:

Table 2 - Summary of key performance indicators for 2024/25

Corporate Business Plan Priority					Total Number of KPIs
	Performance exceeds target	Performance on target	Performance < 5% below target	Performance > 5% below target	
The Economy	5		2		7
Community	6	1	6	1	14
The Council	9	1		2	12
Total	20 (61%)	2 (6%)	8 (24%)	3 (9%)	33

- 5.7 Of the 34 indicators due to be reported on:

- 22 indicators show performance on or above target (67%); and
- 11 indicators show performance below target (33%).

The reasons for underperformance are set out in **APPENDIX 2**.

- 5.8 The key performance success were:

- Improved performance for planning applications;
- 99.97% of bins were collected first time;
- The target for DFGs was exceeded by 28%;
- The target for securing accommodation for the homeless was exceeded by 21%;
- Housing and council tax benefit claims were processed on average 34% quicker than last year
- Council tax and business rates collection is back on track to pre-covid levels;
- The average call wait time for the Council's main switchboard is less than 1 minute.

6 Implications

6.1 Financial

There are no direct financial implications arising from the report. The financial management of the PDPs is standard in accordance with Financial Regulations and any measure to address a performance shortfall as reflected in a PDP report will require compensatory savings to be identified in the current year and be referred to the budget process for additional resources in future years.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

The Council's Strategic Risk Register sets out the risks the Council faces in delivering its priorities.

6.5 Equalities and Diversity

Equality and diversity matters are addressed in individual services areas and by undertaking equality impact assessments for projects and programmes of work where this is necessary and appropriate.

6.6 Health

None

6.7 Climate Change

None

7 Appendices

Appendix 1A: The Economy

Appendix 1B: Community

Appendix 1C: Climate Change

Appendix 1D: The Council

Appendix 2: Key Performance Indicators

8 Previous Consideration

None

9 Background Papers

Corporate Plan 2021-24

Contact Officer: Judith Aupers

Telephone Number: 01543 46411

Ward Interest: All

Report Track: Cabinet 26/6/25
Resources Scrutiny Committee 24/6/25
Economic Development and Planning Scrutiny 2/7/25
Community Wellbeing Scrutiny Committee 17/6/25

Key Decision: No

Priority Delivery Plan for 2024-25

Priority 3 - Climate Change

Summary of Progress for the year 2024/25

Quarter					Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	
1 and 2					0
3	2		1		3
4					0
TOTAL	2		1		3

Summary of Successes for the Year 2024/25

The new Climate Change Strategy 2025-2030 has been approved by SBC and is in place setting a clear agenda. The Strategy is supported by the SBC Action Plan and a new governance structure chaired by the Cabinet member for Climate Change and Green Recovery.

Summary of Slippage as at the end of 2024/25

There is still a need to complete the officer recruitment to support the delivery of the Strategy, Action Plan and new governance model.

Priority 3 - Climate Change

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Climate Change Strategy	Revised Climate Change Strategy developed and in place			X		The Joint Climate Change Strategy 2025-2030 was approved by Cabinet on the 10/04/25	
	Recruitment of staff to support delivery of strategy and monitor operational delivery			X		The two proposed roles are going through the Job Evaluation Process recruitment will take place as soon as this process is completed.	
	New Governance Structure in place to track operational delivery			X		New Governance Structure was approved by Cabinet 10/04/25	

Priority Delivery Plan for 2024-25

Priority 4 - The Council

Summary of Progress for the year 2024/25

Quarter					N/A	Total Number of Projects
	Action completed	Work on target	Work < 3 months behind schedule	Work > 3 months behind schedule	No longer applicable	
1&2	7	1				8
3	2	1			1	4
4	1	1	2		1	5
TOTAL	10 (59%)	3 (17%)	2 (12%)		2 (12%)	17

Summary of Successes for the Year 2024/25

Three sets of accounts have been successfully closed and published this year, bringing the Council up-to-date.

Transformation and digital strategies have been prepared and approved. However, the Government's proposals for Local Government Reorganisation (LGR) will have an impact on the delivery of these. Consideration is currently being given to what the Council can realistically achieve over the next 3 years alongside the need to prepare for abolition of the Council and the transfer of services to a new Council. A report is to be prepared for Cabinet setting out a revised approach to transformation and the preparatory work needed for LGR.

Summary of Slippage as at the end of 2024/25

There has been some minor slippage in starting the installation of the new switches as part of the Council's IT infrastructure, this is in part due to competing work priorities. All preparatory work has been completed and the installation will start in early May.

Priority 4 - The Council

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Closure of the Accounts	Closure of the accounts 23/24				X	Completed end of February 2025	★
	Catch up on closure of previous years accounts			X		The accounts for 2021/22 and 2022/23 have been completed	★
Transformation Strategy and Plan	Approval of the Transformation Strategy and Plan		X			The strategy has been approved by Cabinet (5 December 2024)	★
	Brief Senior Management Team on the strategy		X			Completed	★
	Complete scoping work to support development of the Transformation work programme			X		Work has paused whilst we consider the implications of Local Government Re-organisation (LGR) on our proposed transformation work.	N/A
	Develop the Transformation work programme				X	A report is to be prepared for Cabinet setting out a revised approach to Transformation in light of LGR.	N/A
Digital Strategy	Finalise the digital technology strategy		X			The strategy has been approved by Cabinet (5 December 2024)	★
	Procurement of switches for Infrastructure Upgrade	X				Procurement completed.	★

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
	Plan for installation of new switches		X			Planning and preparation work is complete. This has taken slightly longer than anticipated, but this is partly due to other work taking precedence.	★
	Installation of new switches				X	Installation will commence in early May.	▲
	Identify IT systems in need of replacing over next 3 years		X			Completed - systems have been identified	★
	Assessment and prioritisation of systems to be replaced		X			The list of systems to be replaced has been reviewed and priorities agreed for the next 3 years.	★
	Technology Board to approve systems to be replaced			X		A preliminary discussion has taken place with Leadership Team but the proposals need to be revisited as part of our consideration of the implications of Local Government Re-organisation. Report going to Leadership Team in April 25.	✓
	Note - Project plans will be developed for each system once prioritisation has been agreed and the PDP will be updated accordingly						

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Strategic asset management including the review of key assets	Corporate Assets ICT System						
	Research Systems available		X			Alternative systems are being explored - 2 systems demos have been completed	✓
	Draft specification for new system				X	Action on hold - due to capacity issues and budget not secured	▲
	Insurance Reinstatement Valuations						
	Secure Budget			X		Budget approved 18.03.2025.	★
	Commission Service Provider to complete Valuations				X	Three quotes to undertake the valuations are being progressed.	✓

Summary of Key Performance Indicators (KPIs) for 2024/25

Symbol	Description	The Economy	The Community	The Council	Total
★	Performance exceeds target	5	6	9	20
✓	Performance on target		1	1	2
▲	Performance < 5% below target	2	6		8
✗	Performance > 5% below target		1	2	3
N/A	Reported Annually / Not Applicable		5	1	6
	TOTAL	7	19	13	39

KPIs for Business Objective 4 - The Council

Symbol	Description	Qtr 2	Qtr 3	Qtr 4	End of Year
	Performance exceeds target	3	4	6	9
	Performance on target		1	1	1
	Performance < 5% below target	3	1		
	Performance > 5% below target	1	1		2
N/A	Reported Annually / Not Applicable	6	6	6	1
	TOTAL	13	13	13	13

Appendix 2

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
Local Taxation and Benefits									
Days taken to process new HB/CT Claims	29.1	20 days	27.6	20.8	16.1	14.3	19.3	★	Significant improvement on the previous year and target achieved.
Days taken to process new HB/CT change of circumstances	7.1	9 days	8.3	3.3	4.3	3.6	4.9	★	Significant improvement on the previous year and target exceeded.
% of Council Tax collected annually	97.6%	98% by year end	28.8%	55.8%	83.1%	97.8%	97.8%	✓	Marginally below target but the best return since before the pandemic and therefore a pleasing result.
% National non-domestic rates (NNDR) collected	97.9%	98% by year end	31.2%	59.1%	83.0%	98.6%	98.6%	★	Better than target and the best performance since 2018/19.
Transformation and Assurance									
% of calls answered	92%	94%	95.8%	97.8%	97.2%	96%	96.7%	★	The target has been exceeded, despite the significant increase in the number of calls in Q4 due to the annual renewal of garden waste subscriptions.

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
Average call wait time	1.42	2 min	1.07	0.38	00.40	00.53	0.59	★	
Number of calls answered	New	N/A	14,747	14,134	14,438	18,328		N/A	This is not a measure but gives context to the performance in call handling
Law and Governance									
FOI requests within time i.e. 20 working days	New	85%	77%	76%	78.1%	86.5%	79.4%	✗	Recent vacancy affected central FOI team capacity. Times are also affected by number and complexity of requests.
Corporate Assets									
% of buildings with a valid annual landlord Gas Safety Record	New	100%					100%	★	
% of buildings with a valid Electrical Certificate (within 5 years)	New	100%					100%	★	
% of passenger lifts that have a valid 6 monthly thorough examination record	New	100%					100%	★	

Appendix 2

Indicator	Year End 23/24	Target 24/25	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 24/25	Rating Symbol	Comments
% of buildings that have a current Legionella risk assessment	New	100%					100%	★	
% of buildings that have a current Fire risk assessment	New	100%					0%	✖	Budget allocated 18.03.2025 and work will be programmed in for QTR 1-2 2025/26

Agenda Item 7(d)**Work Programme - Resources Scrutiny Committee**

Committee: Resources Scrutiny Committee

Date of Meeting: 24 June 2024

Report of: Head of Law and Governance

Portfolio: Resources

1 Purpose of Report

- 1.1 The purpose of this report is to present the Resources Scrutiny Committee's Work Programme

2 Recommendations

- 2.1 That the report be noted.

Reasons for Recommendations

- 2.2 The first stage in achieving a Member-led Overview and Scrutiny process is to develop a Work Programme for the Members of the Committee to own.

3 Key Issues

- 3.1 Accordingly, an up-to-date copy of the Resources Scrutiny Committee's Work Programme is provided for Members to consider or amend as appropriate.

4 Relationship to Corporate Priorities

- 4.1 This report is most closely associated with the following Corporate Business Objective 3:-

To be a well-run, financially sustainable and ambitious organisation responsive to the needs of our customers and communities and focussed on delivering our objectives.

5 Report Detail

- 5.1 Members will recall that one of the fundamental philosophies behind the creation of Overview and Scrutiny is that the process should be Member-led and the first stage in achieving this is to develop a Work Programme that is:-
- Owned by all Members of the Scrutiny Committee;
 - Flexible to allow the Committee to react to urgent items;
 - Contain aspects of both Overview and Scrutiny.
- 5.2 Therefore, at each scheduled meeting of the Resources Scrutiny Committee, an up-to-date copy of the Work Programme will be provided for Members to consider or amend as appropriate.
- 5.3 The Work Programme includes provision for the Committee to scrutinise appropriate items delivered through the Council's Service Delivery Plan up to twelve months in advance, whilst maintaining the flexibility to respond to any issues that may arise.
- 5.4 Accordingly, attached at **APPENDIX** is the Resources Scrutiny Committee's current Work Programme to consider or amend as appropriate.

6 Implications

6.1 Financial

Nil

6.2 Legal

Nil

6.3 Human Resources

Nil

6.4 Risk Management

Nil

6.5 Equalities and Diversity

Nil

6.6 Health

Nil

6.7 Climate Change

Nil

7 Appendices

None

8 Previous Consideration

Nil

9 Background Papers

File available in Law and Administration.

Contact Officer: Ian Curran

Telephone Number: 01785 619220

Ward Interest: Nil

Report Track: Resources 24 June 2025 (Only)

Key Decision: N/A

Appendix

Agenda Items - Resources Scrutiny Committee

Future Items:

Transformation - priority areas: system upgrades, finance changes

Synergy between CCDC and SBC (shared services)

IT Projects

Approval of business cases

Local Plan

Devolution - impact on Shared Services

S106 Unallocated Monies

Local Government Reorganisation