



Shropshire Council
Legal and Democratic Services
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

Tuesday, 29 January 2019

Committee:
Performance Management Scrutiny Committee

Date: Wednesday, 6 February 2019
Time: 2.00 pm
Venue: Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate, Shrewsbury,
Shropshire, SY2 6ND

You are requested to attend the above meeting.
The Agenda is attached

Claire Porter
Director of Legal and Democratic Services

Members of Performance Management Scrutiny Committee

Claire Wild (Chair)	Alan Mosley
Gwilym Butler (Vice-Chair)	Cecilia Motley
Karen Calder	Peggy Mullock
Roger Evans	Dave Tremellen
Hannah Fraser	Leslie Winwood

Your Committee Officer is:

Julie Fildes Committee Officer
Tel: 01743 257723
Email: julie.fildes@shropshire.gov.uk

AGENDA

1 Apologies for Absence and Substitutions

2 Disclosable Pecuniary Interests

Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.

3 Minutes of the meeting held on 24th October 2018 and 14th November 2018 (Pages 1 - 10)

To consider the Minutes of the Performance Management Scrutiny Committee meeting held on 24th October 2018 and 14th November 2018.

4 Public Question Time

To receive any questions, statements or petitions from the public of which members of the public have given notice. Deadline for notification for this meeting is Tuesday 5th February 2019.

5 Member Question Time

To receive any questions of which members of the Council have given notice. Deadline for notification for this meeting is 4.30pm on Friday 1st February 2019.

6 Unmet Housing Need in Shropshire

To receive a report from the Director of Place on unmet housing need in Shropshire.

Contact: Mark Barrow, Director of Place, tel 01743 258671

7 Digital Transformation Programme Update

To receive a verbal update from the Director of Workforce and Development on the progress of the Digital Transformation Programme.

Contact: Michele Leith, Director of Workforce and Development, tel 01743 254402

8 Quarter 2, 2018/19 Corporate Performance Report

To receive the Quarter 2, 2018/19 Corporate Performance Report, to consider the key underlying and emerging performance issues, to identify any performance areas for further consideration or referral to the appropriate overview and scrutiny committee.

Contact: Tom Dodds, Information, Intelligence and Insight Manager, tel 01743 258518

9 Quarter 2, 2018/19 Financial Monitoring Report

To receive the Quarter 2 2018/19 Financial Monitoring report, to consider the key underlying and emerging performance issues, and to identify any performance areas for further consideration or referral to the appropriate overview and scrutiny committee.

Contact: Tom Dodds, Information, Intelligence and Insight Manager, tel 01743 258518

10 Financial Strategy Task and Finish Group Final Report

To consider the final report of the Financial Strategy Task and Finish Group.

Contact: Danial Webb, Scrutiny Officer, tel 01743 258509

11 Meeting Housing Need Task and Finish Group Report

To receive the Meeting Housing Need Task and Finish Group report.

Contact: Danial Webb, Scrutiny Officer, tel 01743 258508

12 Overview and Scrutiny Work Programme 2018/19 (Pages 11 - 32)

To consider the work programme of the Committee and to appraise the merit of establishing a Climate Change Task and Finish Group to scrutinise how the Council addresses climate change.

Contact: Danial Webb, Scrutiny Officer, tel 01743 258509

13 Date/Time of next meeting of the Committee

The Committee is scheduled to next meet at 2.00pm on 6th March 2019.

SHOPSHIRE COUNCIL

PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE

Minutes of the meeting held on 24 October 2018
2.00 - 4.10 pm in the Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate,
Shrewsbury, Shropshire, SY2 6ND

Responsible Officer: Julie Fildes
Email: julie.fildes@shropshire.gov.uk Tel: 01743 257723

Present

Councillor Claire Wild (Chair)
Councillors Gwilym Butler (Vice-Chair), Roger Evans, Hannah Fraser, Alan Mosley,
Cecilia Motley, Peggy Mullock, Dave Tremellen and Leslie Winwood

24 Apologies for Absence and Substitutions

Apologies were received from Councillor Karen Calder.

25 Disclosable Pecuniary Interests

None were disclosed.

26 Minutes of the meeting held on 12th September 2018

The minutes of the meeting held on 12th September 2018 were confirmed as a correct record.

27 Public Question Time

There were no public questions.

28 Member Question Time

There were no questions from Members.

29 Digital Transformation Programme Update

Members received a verbal update from the Head of Workforce and Transformation on the progress of the Digital Transformation Programme [briefing note attached to signed minutes].

The Chairman congratulated Officers on the quality and volume of work undertaken within the project.

In response to Members queries on the impact of missed deadlines on projected savings and budgets, the Head of Workforce and Transformation reassured Members that anticipated delays with the Liquid Logic section of the project would not impact on the progress of the other parts. She explained that the Council was having to work closely with the supplier of the software to resolve quality and

performance issues and that the product could not be accepted until these had been corrected.

The Head of Finance, Governance and Assurance further responded that the profile of the project spend had changed from that which was in the business case, this had been anticipated as a natural development of the project as situations evolved. He continued that the budget for the project had been set at £26m but current projections were anticipating that this would come in at £23m. The Chief Executive added that the Digital Transformation Programme itself would not deliver the savings, but these would be found in how it was used to improve the efficiency and effectiveness of Council operations.

A Member asked if Council contact via webchat would be made available outside usual office hours. The Head of Workforce and Transformation explained that with advances in technology and the Council's flexible and agile working policies would enable staff to work outside office hours at a location of their choice if required. She continued that the new technology had the capability to identify times of high usage and allocate staff appropriately to take calls or answer emails. There was also the possibility of drafting in casual staff at time of high demand.

RESOLVED: that the report be noted.

30 Annual Customer Feedback Report

The Information, Intelligence and Insight Manager introduced this report and referred Members to the full report considered by Cabinet on 17th September 2018, not distributed with the agenda [copy attached to signed minutes]. Members noted that there had been increased customer feedback across all areas, with a 20% increase in complaints. It was observed that this indicated that the public felt able to comment and knew how to do so. The pattern of upheld complaints had remained consistent with previous reports, falling from 52% to 32% which was counter to the National trend. The Information, Intelligence and Insight Manager commented that this would suggest the appropriate application of policy by the Council.

Members noted that Highways, Street Scene, Waste and Recycling, Adult Social Care and Children's Services received the majority of the feedback, but as these were the areas of highest budget spend this was expected.

The Information, Intelligence and Insight Manager observed that when viewed against the number of interactions the Council had with members of the public, a very small proportion generated feedback.

In response to a Member's query the Information, Intelligence and Insight Manager advised that the Council had a strong procedure for identifying vexatious and persistent complainants and this procedure was followed in interactions with them. He confirmed that the identification of a vexatious complainant was confirmed at Director level. Although being classified as a vexatious complainant did not affect the individual's ability to make new complaints and these were subject to the same complaints procedure as all others.

The Information, Intelligence and Insight Manager responded to a Member's query on the nature and volume of seasonal complaints, commenting that this information was difficult to ascertain from the report but the increase in the number of complaints appeared to be gradual and not seasonal.

Referring to a Member's question on complaints which took longer than 50 days to resolve, the Information, Intelligence and Insight Manager explained that these tended to be more complex issues and agreed to provide further information on the nature of these complaints. He confirmed that Adult Social Care and Children's Services complaints followed a National process and by their nature tended to be complex and so took longer to resolve.

The Information, Intelligence and Insight Manager confirmed that the Peer Challenge had identified an opportunity to make more proactive use of Member enquiries alongside complaints information and that this was being looked at through the development of the digital transformation programme. He continued that overall communication had been identified as an issue and culture change would improve this.

Referring to the recommendations within the report a Member observed that the identification of the Officer responsible for handling complaints was too vague. It was agreed that Service Managers with this responsibility would be identified and this would be referred to the Portfolio Holder for Corporate and Commercial Support for comment.

RESOLVED:

- i) that the recommendation that the Annual Customer Feedback report 2017/18 be approved for publication on the Council's website.
- ii) that subject to the term 'service area' be replaced with 'service area managers' in the final sentence of recommendation 2, the recommendations included within the Annual Report be endorsed.

31 Quarter 1 2018/19 Corporate Performance Report

The Information, Intelligence and Insight Manager presented this report. He observed that there had been positive performance and the report reflected the refresh of the Corporate Plan 2018/19. He continued that the severe weather seen in the winter and spring of 2018 had had a knock-on effect on service provision.

Members noted that there had been welcome reductions in delayed transfer to care statistics and increased attendance at Theatre Severn and other cultural sites. The increase in the use of libraries had started to level out in quarter 1, although the on-line use of libraries had increased.

In response to a Members question regarding the monitoring of environment and sustainability the Information, Intelligence and Insight Manager responded that this report had been produced with reference to the current Corporate Plan. A revised

Corporate Plan with new priorities was being considered and data on these issues may be incorporated into performance reports from 2019/20 onwards.

A Member observed that the information contained within the report was no longer current and queried why it was necessary for Cabinet to receive this report before the Performance Management Scrutiny Committee. The Information, Intelligence and Insight Manager responded that Cabinet and Council had responsibility for the delivery of the Corporate Plan. The Chief Executive added that the Financial Strategy Task and Finish Group might be minded to consider the Corporate Plan during the course of its work.

Members suggested that the issue of Broadband provision within the County should be referred to the Place Overview Committee for further consideration. The Chair of the Place Overview Committee agreed to add this item to the Committee's work plan following agreement by the Members of that Committee.

Members also suggested that the issue of Waste Recycling should be referred for further investigation to the Communities Overview Committee.

RESOLVED: that the report be noted.

32 **Quarter 1 2018/19 Financial Monitoring Report**

The Head of Finance Governance and Assurance introduced this report. Members noted that the projected revenue outturn was projected to overspend by £6.79m, that the project General Fund balance as at 31st March 2019 was projected to stand at £8.521m, significantly below the recommended level, and that £2.5m of projected savings were RAG rated as red.

In response to a Member's question the Head of Finance Governance and Assurance confirmed that Directors received monthly financial monitoring reports and work was continually being undertaken to ensure that finances were balanced at the end of the year. He continued that there was an increasing demand for children's services with associated increase in costs which was difficult to reduce. He continued that the costs of Adult Social Care were also increasing rapidly at rate which exceeded the financial model for this service area despite an additional one-off payment from central Government.

A Member asked for clarification regarding the Workforce and Transformation saving of £1.2m set out in Table which was shown as red or amber rated. The Head of Finance Governance and Assurance explained that this related to the restructure of the workforce which was subject to agreement and consultation and the project being delivered on time. Members noted that there had been a review of staff vacancies and a spending freeze on staff recruitment.

In response to a Members query on the CIPFA recommended level of the General Fund Balance the Head of Finance Governance and Assurance responded that there was no definitive guidance, but a risk assessment was mandatory on a significant number of factors. There was risk assessed level of £15/16m which was slightly

above that of the previous year. If the budget was found to be difficult to balance this figure would have to increase.

A Member queried whether the additional expenditure resulting from the severe weather had been reflected in the report. The Head of Finance Governance and Assurance advised that this would be contained in the next report which covered the period up until the end of September 2018.

RESOLVED: that the Financial Monitoring Report – Quarter 1 2018/19 be noted.

33 **Financial Strategy Task and Finish Group Interim Report**

The Chair of the Financial Strategy and Innovation and Income Task and Finish Group introduced this report. She confirmed that meetings of this group would continue.

A Member suggested that the Group may be minded to consider cashable and non-cashable savings during the course of its work.

RESOLVED: that the report be noted.

34 **Road Safety Task and Finish Group**

The Chair of the Place Overview Committee advised that the Place Overview Committee had recently received an item on the '20's Plenty' campaign to reduce 30mph speed limits across Shropshire to 20mph and the Committee had considered the issue of road safety in the County as part of its Place Shaping work. He continued that work needed to be undertaken to ensure that road policies for rural areas were suitable and not wholly based on those required for urban areas which had different requirements. He suggested that work should be undertaken on understanding the nature of accident blackspots and identifying that funds were being spent appropriately on these areas.

Members discussed the Safer Roads Partnership and traffic calming measures which could be considered by a Road Safety Task and Finish Group. The Portfolio Holder for Transport responded that he welcomed the establishment of the group and hoped that it would look at all areas of road safety and not restrict its work to lowering speed limits.

Members observed that Planning Policy played a significant role in road safety and cuts in Council expenditure impacted on implementation of projects to support this. It was suggested that this should be added to the Task and Finish Group's terms of reference.

RESOLVED: that the Road Safety Task and Finish Group be established in conjunction with the Place Overview Committee.

35 CIL, S106 and NHB Task and Finish Group

The Chair in her capacity as Chair of the CIL, S106 and NHB Task and Finish group updated Members on its progress. Members noted that a Members' Briefing had been arranged on the CIL Regulation 123 List and suggested amendments. She clarified that developments which appeared in the CIL R123 List could not be funded through Section 106 agreements.

Members discussed the use of CIL revenue and asked for clarification of the policy to be sent to Town and Parish Councils. Members observed that they were required to sign off Parish and Town Plans but not Place Plans and expressed concern over the lack of Member involvement in the process. Members agreed that a Briefing on the Place Plan process would be useful.

Members commented that the prospect of receiving CIL funding was an important aspect in communities accepting new development in their towns and parishes. They expressed concern that without this incentive development would not be supported.

36 Overview and Scrutiny Work Programme 2018/19

RESOLVED: that the Overview and Scrutiny Work Programme 2018/19 be noted.

37 Date/Time of next meeting of the Committee

Members noted that the next scheduled meeting of the Committee would be held on Wednesday 14th November 2018.

38 Exclusion of Press and Public

RESOLVED: that under paragraph 10.2 of the Council's Access to Information Procedure Rules that the proceedings of the Committee in relation to Minute 39 shall not be conducted in public on the grounds that they involve the likely disclosure of exempt information as defined by the categories specified against them.

39 Exempt Minutes of the meeting held on 11th July 2018

The exempt minutes of the meeting held on 11th July 2018 were confirmed as a correct record.

Signed (Chairman)

Date:

SHOPSHIRE COUNCIL

PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE

Minutes of the meeting held on 14 November 2018

2.00 - 3.14 pm in the Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate,
Shrewsbury, Shropshire, SY2 6ND

Responsible Officer: Julie Fildes

Email: julie.fildes@shropshire.gov.uk Tel: 01743 257723

Present

Councillor Claire Wild (Chair)

Councillors Gwilym Butler (Vice-Chair), Karen Calder, Roger Evans, Alan Mosley,
Cecilia Motley, Peggy Mullock, Dave Tremellen and Leslie Winwood

40 Apologies for Absence and Substitutions

Apologies were received from Councillor Hannah Fraser, Councillor David Vasmer attended as substitute.

41 Disclosable Pecuniary Interests

In relation to Agenda Item 7, Councillors Gwilym Butler and Clare Wild requested that it be noted that they were private sector landlords.

42 Minutes of the meeting held on 24th October 2018

Consideration of the minutes of the meeting held on 24th October 2018 was deferred to the next meeting on 23rd January 2018.

43 Public Question Time

Ms Jackie Jeffrey of Citizens Advice Shropshire asked the following question,

In considering the Welfare Reform Report and its recommendations we ask that the committee also consider our evidence and recommend a review of the Council Tax Support Scheme definition of a vulnerable person and extend 100% Council Tax support to all ESA claimants, and all Universal Credit claimants claiming the ESA element from 2019/20.

The Chair confirmed that the supporting documents she had provided with her question [copy attached to signed minutes] had been circulated to Members before the meeting. The Chair referred Ms Jeffrey to the written response which was also circulated to Members [copy attached to the signed minutes]. Councillor Wild read out the final paragraph of the written response.

44 Member Question Time

There were no questions from Members.

45 Digital Transformation Programme

It was agreed that this item be deferred to the next meeting of the Committee.

46 Meeting Housing Need in Shropshire

The Director of Place introduced this report. The report followed the 'Meeting Housing Need in Shropshire' report considered by Cabinet on 7th November [attached to the report, Appendix A] and housing workshops held with Members in October 2018. Members noted that although housing development continued in Shropshire, developers tended to favour the more profitable larger executive style property. Early analysis suggested that the market place was failing to deliver the right type of housing in the right place to meet local need.

The Director of Place observed that Shropshire required well designed housing stock to meet future need. The provision of which would support the Councils other priorities and assist with the growing pressures on core systems and healthcare by enabling an increasingly elderly population to remain in their own homes for longer through the use of advanced technology.

In response to a Member's question, the Director of Place explained that should a local housing company be established by the Council it would look to employ the services of local builders and tradesmen and in this way further support the local economy. He continued that all building would be done to the Shrewsbury Test standard.

A Member observed that with regard to energy efficient building, Shropshire Council could not impose additional standards on developers as these were governed by Building Regulations. The Director of Place agreed that this was the case but where Shropshire Council provided the land for development they could impose conditions, he continued that market moderation would ensure good quality housing.

In response to a Member's question the Deputy Portfolio Holder for Housing confirmed that the housing need statistics given in the report were accurate and the fluctuations were as a result of the introduction of a new system to calculate housing need more accurately.

The Director of Place observed that the housing needs would be met using existing and tested delivery methods. The aim of the project would be to meet housing need and provide local people with housing choice, whilst establishing a managed portfolio of property that would generate a return which could be used to support the Council's priorities.

He continued that it was important to work with Town and Parish Councils to meet the needs of rural areas and develop and maintain sustainable communities. In response to a Members query he agreed that the project would work in partnership with private sector funding and it was the intention to be flexible in the approach so that small developments could be achieved as well as larger ones. He added that other authorities had already embarked on projects such as this and good practice could be observed.

Members noted that an outline business case would be considered by Council at its December 2018 meeting and a final business case would be prepared for the February 2019 meeting of Council

RESOLVED: that a Meeting Housing Need in Shropshire rapid action task and finish group be established to investigate the three key decision areas of:

- Strategic aims,
- Development scope and ambition; and
- Governance.

47 **Welfare Reform Task and Finish Group Report**

The Chair of the Welfare Reform Task and Finish Group introduced the report. The Scrutiny Officer confirmed that the work of the Group had been completed earlier in the year.

In response to a Member's question the Head of Finance, Governance and Assurance confirmed expected non-mandatory savings of £2m from the Public Health budget. He continued the information within the Group's report which would not impact on or alter the contents of his financial report to be considered by Cabinet at the end of November. Members noted that all Adult Social Care Services would be reviewed in the New Year.

The Head of Finance, Governance and Assurance advised that localising Council Tax support had had a significant impact on the revenue and benefits services. Following a devolution of the Council Tax support scheme and 10% reduction in funding from Central Government the Council had made the decision that all low income households of working age people would be liable to pay a minimum Council Tax contribution of 20%. It had been recognised that this might lead to families experiencing financial difficulties and the Discretionary Housing Payment [DHP] was utilised to assist those residents where Housing Benefit or Universal Credit payments had been reduced due to a reason set out in the approved list. DHP had not previously been linked to benefit payments. The Chair of the Task and Finish Group observed that the Group had found the need for the Council and partner organisations to work together to ensure that all who were entitled to this payment were aware of it. Ms Jeffrey of the CAB commented that it was important that there was a clear and open application policy for DHP.

A Member observed that new applicants had to wait to wait for 23 days for their claim to be processed and he understood that both Telford and Wrekin and Powys Councils had a quicker turnaround time. The Chair of the Task and Finish Group responded that as Universal Credit was further rolled out, this issue would be monitored. The Head of Finance, Governance and Assurance advised that processing time correlated with available resources.

In response to a Member's question, the Chair of the Task and Finish Group advised that the public question received from the CAB would not be included in the Group's recommendations as the subject matter was already contained with them.

RESOLVED: that Shropshire Council be recommended to:

- Produce a single process and procedure for managing applications discretionary hardship support;
- Works with partners to develop a single strategy for supporting people receiving benefits;
- Focuses any welfare strategy on supporting people into work; and
- Explores with partners ways be better co-ordinate its work to support individuals and families.

48 **Work Programme**

In response to a Member's question, it was explained that legal advice had confirmed that the Quarter 2 Financial Report had to be first considered by the Cabinet Committee before being brought before the Scrutiny Committee. Members noted that the report's status remained as a 'draft report' until it had been confirmed by the Cabinet Committee and as such could not be considered by any other Committee.

The Statutory Scrutiny Officer confirmed that the Financial Strategy Task and Finish Group would be meeting with the Directors and Portfolio Holders and it was anticipated that the Group would be in a position to produce a report for consideration in January 2019.

The Statutory Scrutiny Officer continued that work was continuing on the Corporate Plan and that the Committee might be minded to establish a Task and Finish Group to Identify Performance Measures.

Members were reminded that the Corporate Peer Workshops had been arranged. All Members had been invited and would take place in early December 2018.

RESOLVED: that the Corporate Performance Management Framework Measures Task and Finish Group be established.

49 **Date/Time of next meeting of the Committee**

In light of changes to dates in the Forward Plan for Cabinet to consider Financial Reports, the Chair requested that the Statutory Scrutiny Officer reviewed the dates of the Performance Management Scrutiny Committee meetings scheduled for 23rd January 2018 and 6th March 2019, to ensure that it was still in sync with the Financial Strategy timetable.

Signed (Chairman)

Date:



Committee and Date
Performance Management
Scrutiny Committee
6th February 2019

Public

12

Overview and Scrutiny Work Programme 2018 – 2019

Responsible officer

Tom Dodds, Statutory Scrutiny Officer

tom.dodds@shropshire.gov.uk

[01743 258518](tel:01743 258518)

1.0 Summary

1.1 This paper presents Overview and Scrutiny's proposed work programme for the year ahead. The committees have based their programmes on topics from Shropshire Council's Strategic Action Plan. Committees will also

- scrutinise thematic priorities
- respond to emerging issues and
- follow up on previous work.

2.0 Recommendations

2.1 Overview and scrutiny members to:

- confirm the proposed work programme attached as **appendices 1 and 2**
- suggest changes to the work programme
- recommend other topics to consider
- agree lead committees for topics relevant to more than one committee and
- approve proposed joint working.

3.0 Background

3.1 Overview and Scrutiny's committees base this work programme on topics from Shropshire Council's Strategic Action Plan. They also

- scrutinise thematic priorities
- respond to emerging issues
- follow up on previous work
- carry out cross-committee work through task and finish groups.

3.2 The current work programme is attached as **appendix 1**.

3.3 To carry out cross-committee work, or look at topics in more depth, overview and scrutiny committees set up task and finish groups. These groups consist of

members drawn from overview and scrutiny committees, which meet outside of the usual scheduled committee meetings. These groups then report their findings and recommendations to overview and scrutiny committees for approval. The current list of ongoing task and finish group meetings is included in this report as **appendix 2**.

4.0 Next steps

- 4.1 Overview and scrutiny updates this report on an ongoing basis and presents it to each overview and scrutiny committee. This will allow members the opportunity to contribute to its development at each committee meeting.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)
None
Cabinet Member (Portfolio Holder) All
Local Member All
Appendices Overview and scrutiny work programme Overview and scrutiny task and finish groups

Appendix 1
Overview and Scrutiny work programme 2018 to 2019

Performance Management Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Financial Strategy Task and Finish Group final report	<ul style="list-style-type: none"> Consider the budget proposals and identify the priority areas for further consideration Identify any likely impacts of the budget proposals and explore how these will be managed with the relevant officers and Portfolio Holders. Scrutinise investment and income proposals 	task and finish group report	Group Chair Head of Finance, Governance & Assurance	Proposals for investment and income generation are sound.	6 Feb 2019
Meeting Housing Need	<ul style="list-style-type: none"> To scrutinise proposals to meet housing need in the county, in particular the three key decisions areas of: <ul style="list-style-type: none"> strategic aims development scope and ambition governance 	task and finish group report	Director of Place	Proposals have political backing for their scope, aim and governance.	6 Feb 2019

Performance Management Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Q2 2018/19 Corporate Performance Report	<ul style="list-style-type: none"> Consider the key underlying and emerging performance issues. Identify any performance areas that they would like to consider in detail or refer to the appropriate overview and scrutiny committee. 	Cabinet performance report	Information, Intelligence and Insight Manager	Committee develops its insight into council performance, and focuses its work on relevant performance issues.	6 Feb 2019
Q2 2018/19 Financial Monitoring Report	<ul style="list-style-type: none"> Consider the key underlying and emerging performance issues. Identify any performance areas that they would like to consider in detail or refer to the appropriate overview and scrutiny committee. 	Cabinet performance report	Head of Finance, Governance & Assurance	Committee develops its insight into council performance, and focuses its work on relevant performance issues.	6 Feb 2019
Climate Change task and finish group	<ul style="list-style-type: none"> Appraise the merit of setting up a task and finish group to scrutinise how the council tackles climate change. 	Verbal report	Information, Intelligence and Insight Manager		6 Feb 2019
Asset management strategy	<ul style="list-style-type: none"> Scrutinise the current asset management strategy 	Overview report	Head of Finance, Governance & Assurance	Asset management strategy supports the capital and investment strategy.	6 Mar 2019

Performance Management Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Q3 2018/19 Corporate Performance Report	<ul style="list-style-type: none"> Consider the key underlying and emerging performance issues. Identify any performance areas that they would like to consider in detail or refer to the appropriate overview and scrutiny committee. 	Cabinet performance report	Head of Finance, Governance & Assurance	Committee develops its insight into council performance, and focuses its work on relevant performance issues.	6 Mar 2019
Q3 2018/19 Financial Monitoring Report	<ul style="list-style-type: none"> Consider the key underlying and emerging performance issues. Identify any performance areas that they would like to consider in greater detail or refer to the appropriate overview and scrutiny committee. 	Cabinet performance report	Information, Intelligence and Insight Manager	Committee develops its insight into council performance, and focuses its work on relevant performance issues.	6 Mar 2019
Car parking strategy	<ul style="list-style-type: none"> Receive an update on implementation of the recent car parking strategy 	Parking income and other data Committee report			
Update of roadworks and street works task and finish group	<ul style="list-style-type: none"> To scrutinise progress against the recommendations of the roadworks and street works task and finish group 	Committee report	Highways, Transport and Environment Commissioning Manager	Greater public satisfaction with the process of carrying out roadworks and street works.	5 June 2019

Performance Management Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Corporate Peer Challenge Report and Action Plan	<ul style="list-style-type: none"> Identify the priorities for action emerging from the recent corporate peer challenge. Scrutinise the council's progress in implementing the report action plan. 	corporate peer challenge report and action plan and progress report	Chief Executive	Shropshire Council is making good progress in implementing the peer challenge action plan.	TBA
Corporate Peer Challenge Report and Action Plan – exception report	<ul style="list-style-type: none"> Scrutinise progress against the action plan. Identify areas for development and make recommendations for improvement. 	action plan update report	Chief Executive	Assurance that the council is making progress in developing its action plan.	TBA

Communities Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Engaging diverse communities	<ul style="list-style-type: none"> To agree a terms of reference and work programme to devise a strategy for engaging with the diverse communities of the county, using this work to inform a report by the chief executive. 	terms of reference and work programme	Director of Place	Appropriate and effective mechanisms to communicate with and engage with diverse communities are in place.	28 Jan 2019

Communities Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Burial capacity	<ul style="list-style-type: none"> To receive an update on work to secure adequate burial space in Shropshire 	committee overview report	TBA	Ensure adequate burial space in Shropshire.	28 Jan 2019
Community Safety Strategy	<ul style="list-style-type: none"> Understand the updated community safety strategy Scrutinise the research underpinning any changes to the strategy. 	committee overview report presentation to committee	Community Safety Manager	Assurance that the Community Safety Strategy identifies the right priorities for its work.	18 Mar 2019
Public rights of way	<ul style="list-style-type: none"> Understand the value of public rights of way Scrutinise how rights of way are determined, maintained, protected and adjusted 	presentation to committee			18 Mar 2019
Community Hubs	<ul style="list-style-type: none"> Consider the development of plans for the creation of five community hubs. Ensure that the proposals will meet any needs resulting from social prescribing. 	topic briefing note committee overview report presentation to committee	TBA	Ensure that community hubs effectively meet the needs of Shropshire people.	18 March 2019

Communities Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Communication with town and parish councils	<ul style="list-style-type: none"> Understand how Shropshire Council communicates with town and parish councils, and make recommendations for how this can be strengthened. 	Committee overview report	TBA		3 June 2019
Digital Transformation Programme	<ul style="list-style-type: none"> Understand how the programme is improving the council's service to its customers. 	Committee overview report	Technology and Communications Manager		16 Sep 2019

Health and Social Care Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Smoking cessation services	<ul style="list-style-type: none"> Understand existing smoking cessation services Scrutinise proposals for service change. 	<p>committee overview report</p> <p>presentation to committee</p>	Director of Public Health		21 Jan 2019
Future Fit consultation findings	<ul style="list-style-type: none"> Receive an update on the recent consultation on Future Fit reconfiguration of NHS services in Shropshire, including Telford and Wrekin. 	<p>Consultation findings</p> <p>committee overview report</p> <p>presentation to committee</p>	Chair, Health and Social Care Scrutiny Committee	Assurance that the consultation has been carried out thoroughly, and its findings acted upon appropriately.	21 Jan 2019
Care Closer to Home		<p>committee overview report</p> <p>presentation to committee</p>	Director of Performance and Delivery, Shropshire CCG		25 Mar 2019
ASC Quality Assurance Framework		committee overview report	Director, Adult Services		25 Mar 2019

Health and Social Care Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Ambulance services (with pre-meeting briefing session)	<ul style="list-style-type: none"> Understand how the service handles the most serious calls and the service's heaviest users. Scrutinise how the service uses response times to deliver an effective service. Provide feedback on a planned visit to the West Midlands Ambulance Service 	<p>Map of public defibrillators in Shropshire</p> <p>directory of ownership and maintenance</p> <p>WMAS performance data and quality accounts</p> <p>Future Fit travel and transport analysis</p>	Shropshire Clinical Commissioning Group		20 May 2019
Better Care and Improved Better Care funds	<ul style="list-style-type: none"> Consider the Improved Better Care Fund and its implications for Shropshire people. Understand the outcomes of the fund and whether these have been achieved. 	<p>committee overview report</p> <p>presentation to committee</p>	Director, Adult Services		15 July 2019

Health and Social Care Scrutiny Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Regulatory services	<ul style="list-style-type: none"> Understand how the council's regulatory services contribute to the health and wellbeing of Shropshire's communities 	<p>committee overview report</p> <p>presentation to committee</p>	Director of Public Health		15 July 2019
Review of 111 commissioning	<ul style="list-style-type: none"> Scrutinise progress in delivering the new arrangements for 111 services in Shropshire. 	<p>committee overview report</p> <p>presentation to committee</p>	Shropshire Clinical Commissioning Group		15 July 2019

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People Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Early help hubs	<ul style="list-style-type: none"> Receive an update on development of the early help hubs 	Verbal update	Head of Early Help Partnerships and Commissioning	Ensure progress in developing early help hubs.	20 Feb 2019

People Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Progress and impact of the delivery of the Ofsted Action Plan	<ul style="list-style-type: none"> Scrutinise progress with the implementation of the Ofsted Action Plan and the benefits realised for children, young people and families in Shropshire. 	overview report	Director, Children's Services	Provide assurance that the council is making good progress in implementing its action plan, delivering the required improvements.	20 Feb 2019
Opportunities for Looked After Children and care leavers to achieve their potential	<ul style="list-style-type: none"> Scrutiny of the implementation of the Looked After Children Plan and the delivery of improved outcomes. Examine the availability and uptake of apprenticeships and employment, and housing support, and consider the benefits and impact. 	Updated Looked After Children Plan overview report presentation	Director, Children's Safeguarding	Assurance that Shropshire Council is delivering better outcomes for looked after children and care leavers.	20 Feb 2019
Shropshire Adults Board Annual Report	<ul style="list-style-type: none"> Provide an overview of the Safeguarding Adults Board's work during the previous year. Scrutinise changes to governance arrangements for the Safeguarding Children Board and Safeguarding Adults Board. 	Shropshire Safeguarding Adults Board Annual Report	Independent Chair, Safeguarding Adults Board	Contribute to developing governance arrangements for safeguarding in Shropshire.	27 Mar 2019

People Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
SEND peer review	<ul style="list-style-type: none"> Scrutinise the findings and any actions from the recent peer review of services for children and young people with special educational needs. 	Peer review findings and action plan Presentation	Director, Children's Services	Ensure the service's actions plans address the recommendations of the peer review.	27 Mar 2019
Warmer Homes	<ul style="list-style-type: none"> Understand Shropshire Council's role in ensuring people living in privately owned or rented homes have warm homes. Explore opportunities for Shropshire Council to take a greater role in this work. 	Background report and presentation	Director, Adult Services	Ensure people living in privately owned or rented homes have warm homes.	27 Mar 2019
Empty Homes	<ul style="list-style-type: none"> Understand the extent and impact of empty homes in Shropshire. Scrutinise work to minimise the number of empty homes in Shropshire. 	Presentation and overview report			27 Mar 2019
SEN support in specialist school hubs	<ul style="list-style-type: none"> Understand how children with special educational needs are supported in education. 			Children with special educational needs have the right educational support for their needs.	5 June 2019

People Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
School improvement	<ul style="list-style-type: none"> Scrutinise the impact of changes Shropshire Council's education improvement service. 	overview report presentation	Director, Children's Services	Monitor the impacts of changes to the service and make any recommendations for change.	5 June 2019
Children's services performance dashboard	<ul style="list-style-type: none"> Scrutinise safeguarding and early help performance. Identify any specific patterns or changes which need to be looked at in detail. 	overview report presentation	Director, Children's Services	Ensure that Shropshire Council is targeting support where needed to improve safeguarding.	5 June 2019

Future topics for consideration include:

- Homepoint
- Drug and alcohol services for young people: To scrutinise the provision of drug and alcohol support services for young people.
- Short breaks for respite care

Place Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
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Place Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Local economic growth strategies	<ul style="list-style-type: none"> Review local economic growth strategies 	overview report presentation	Head of Economic Growth	Ensure that market towns have effective growth strategies	15 Feb 2019
Spotlight on a market town	<ul style="list-style-type: none"> Understand how the learning from the local economic growth strategy and the Shrewsbury Big Town plan apply to development in a market town. 	overview report presentation Supporting policies			15 Feb 2019
Place shaping – diversification of the local economy	<ul style="list-style-type: none"> Scrutinise progress with the delivery of the Council's Economic Growth Strategy, with particular focus on keys sectors, higher added value businesses, numbers of new jobs created, and new companies Shropshire in the key target sectors. Consider progress in securing investment in the digital and health care sector. 	overview report presentation	Head of Economic Growth	<p>Ensure that housing, transport and built environment strategies effectively support economic growth.</p> <p>Provide assurance that the Economic Growth Strategy is delivering economic benefits.</p>	28 Mar 2019

Place Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Shopping Centres	<ul style="list-style-type: none"> Scrutinise how the council is managing its shopping centres in Shrewsbury town centre. Receive an update on progress in redeveloping the centres. 	overview report presentation	Director of Place	Ensure centres are managed well, and that good progress is being made with plans to redevelop the centres.	28 Mar 2019
Shrewsbury BID	<ul style="list-style-type: none"> Scrutinise how the Shrewsbury BID supports businesses in Shrewsbury town centre. 	overview report presentation	Head of Economic Growth		28 Mar 2019
Local Transport Plan	<ul style="list-style-type: none"> Consider the development of the new Local Transport Plan and how it relates to the delivery of the Council's priorities. 	overview report presentation	Head of Commissioning	<p>Contribute to development of Local Transport Plan.</p> <p>Provide assurance that the plan contributes to housing and economic growth plans</p>	6 June 2019
Support for small and medium enterprises	<ul style="list-style-type: none"> Understand how the local authority aligns its services to support small and medium enterprises looking to set up or locate in Shropshire, following a recommendation from the committee in November 2018. 	Overview report	Head of Economic Growth		18 Jul 2019

Place Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Highways winter service plan	<ul style="list-style-type: none"> Understand the lesson learned from the previous winter maintenance plan. Scrutinise planning for the winter period 2019-2020. 	overview report presentation	Highways, Transport and Environment Commissioning Manager	Contribute to development of a winter service plan that ensure safe highways and protects vulnerable people.	18 Jul 2019
Place shaping – households and accessible green space	<ul style="list-style-type: none"> Scrutinise progress in implementing accessible green place strategy in light on local plan and place plan development 	overview report presentation		<p>Development of open spaces that improve the liveability of towns and villages</p> <p>Ensure that open spaces maximise the opportunity for people Improve their health and wellbeing.</p>	18 Jul 2019
Local Plan and place plans	<ul style="list-style-type: none"> Consider the revised Local Plan. Scrutinise supporting policy within the local plan policy suite. Understand how the local plan supports economic growth and other corporate priorities. 	report Include overview of Local Plan and key changes to existing plan, including Green belt review	Head of Economic Growth	Assurance that the Local Plan support housing, transport and economic growth priorities.	18 Jul 2019

Place Overview Committee

Topic	Intended outcomes or objectives	What output is required?	Who needs to be heard from?	Expected impact or added value	Work date
Review of policy on A boards	<ul style="list-style-type: none"> To scrutinise a planned consultation and its findings To make recommendations on future policy in light of consultation findings. 	Overview report	Highways, Transport and Environment Commissioning Manager	The policy balances the needs for businesses to advertise their businesses with maximising footpath accessibility.	5 Sep 2019
WSP annual report	<ul style="list-style-type: none"> Scrutinise performance of our highways delivery partnership 	Annual report	Highways, Transport and Environment Commissioning Manager		7 Nov 2019
Topics for consideration include: <ul style="list-style-type: none"> Rural exception site grants Local housing company 					

opics for consideration include:

- Rural exception site grants
- Local housing company
- Review of Car parking (October)

WSP annual report (October

Future t

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Appendix 2

Current and proposed task and finish groups

Title	Objectives	Next reporting
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Title	Objectives	Next reporting
Financial Strategy and Innovation and Income Generation	<ul style="list-style-type: none"> • To understand the process and activity stages for developing the Financial Strategy 2018/19 to 2022/23 and how these translate into the Council's annual budgets • To consider and scrutinise the proposals and emerging plans for the whole Financial Strategy and 2019/20 Budget, including how they align to the four pillars. This will be through their development and their implementation, in particular for innovation and raising income. • To consider the alignment of the Financial Strategy and the new Corporate Plan being developed autumn 2018. • To consider the recommendations and areas for action identified in the Corporate Peer Challenge report relating to the Financial Strategy, and how they are being addressed. • To consider the direct and indirect impacts, including risks, of 2019/20 Budget proposals on current services and customers. • To complete specific pieces of work to identify and work up alternatives to emerging plans, including the feasibility of any alternative proposals • Make evidence based recommendations in relation to plans and approaches for innovation and income generation, and alternative proposals for future budget setting. 	Performance Management Scrutiny Committee 6 February
Road casualty reduction	<ul style="list-style-type: none"> • Further analyse statistics on people killed or seriously injured on roads in Shropshire. • Understand the causes of casualties. • Identify existing and potential local authority and partnership policies that can contribute to road casualty reduction. 	Place Overview Committee May 2019

Title	Objectives	Next reporting
Community Transport	<ul style="list-style-type: none"> • To understand how community transport operates in Shropshire, and the demand for community transport services. • Identify how the community transport groups, the council, and other partners can work together to provide community transport to people in Shropshire who do not have access to public or private transport. 	Communities Overview Committee May 2019
Engaging Diverse Communities	<ul style="list-style-type: none"> • To review and propose the scope of Place Plans including their geography and subject areas • To propose options to ensure Place Plans are developed from the bottom-up • To understand how rural enterprise features in our procurement / commissioning processes. • To proposed opportunities to engage with Strategic Levels within the Council and partners in Place Planning • To engage with Town and Parish Councils on options to reset their relationship with Shropshire Council • To identify appropriate and effective mechanisms to communicate with and engage with diverse communities that can be used to inform co-design and collaboration on a range of matters • Make evidence based recommendations 	Communities Overview Committee February 2019
Brexit	<ul style="list-style-type: none"> • To consider the information brought together to develop a view for Shropshire of the possible implications of BREXIT for the Shropshire economy and the achievement of the Economic Growth Strategy. • To identify, with the relevant officers, the key evidence and related requirements of what Shropshire would require from a future UK funding approach. • To make evidence based recommendations to Cabinet. 	Performance Management Scrutiny Committee TBA

Title	Objectives	Next reporting
Section 106 and Community Infrastructure Levy	<ul style="list-style-type: none"> • To understand how Shropshire Council currently uses Section 106, CIL and NHB and the impact that this has had • To understand how Section 106, CIL and NHB could be used in Shropshire to enable or encourage projects or initiatives for economic growth and prosperity • To learn from other places how they have used Section 106, CIL and NHB to enable or encourage projects or initiatives for economic growth and prosperity • To make evidence based recommendations on how Section 106, CIL and NHB could be used in Shropshire to enable or encourage projects or initiatives for economic growth and prosperity 	Performance Management Scrutiny Committee TBA
Meeting housing need in Shropshire	<ul style="list-style-type: none"> • To investigate the three following key decision areas identified as crucial for the overall development of proposals: <ul style="list-style-type: none"> • Strategic Aims • Development Scope & Ambition • Governance 	Performance Management Scrutiny Committee 6 February 2019