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ANNUAL REPORT 2018-2019 PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE

1.0 Summary

1.1 The annual statement of the Performance Management Scrutiny Committee provides a brief review of the committee's work during the previous year, as well as an overview of its work for the year ahead.

2.0 Communities Overview Committee

2.1 During 2018 and 2019 the Performance Management Scrutiny Committee has looked at topics from across its remit. The following have been the main areas of focus:

- **Parking strategy**
Throughout the year, the committee looked first at the council's proposed parking strategy, then later at the impact of the strategy following consultation.
- **Digital Transformation**
The committee continued to receive updates on the ongoing digital transformation of council services. Members challenged the timescales for the work, and questioned the savings that transformation would achieve. Officers assured members that despite the inevitable difficulties of implementing complex, IT systems, the work continued largely as planned. The committee will continue to track these crucial projects.
- **Business World**
The council's new business management software, Business World, had resulted in the disruption of some payments to schools, businesses and contractors. The committee looked into these issues, seeking assurance that the problems had been acknowledged and would be resolved.
- **Budget and Performance Management**
The committee scrutinised the council's budget planning and management, and quarterly corporate performance management reporting, in its role as Shropshire Council's general scrutiny committee.
- **Financial Strategy**
A task and finish group looked in-depth at the council's financial strategy, in particular its core proposals to innovate, raise income, focus resources and use reserves strategically.
- **Annual customer feedback**
The committee looked at the reasons why people complained about council

services, and how the council had responded to those complaints. In a later meeting, it focussed on complaints that had taken longer than 50 days to resolve.

- **Meeting housing need**

The committee heard that despite council efforts, housing construction and development in Shropshire failed to meet the needs of Shropshire people. Following this, the committee set up a task and finish group to look at proposals for a local authority housing development corporation. The committee recommended to council that it proceed with the proposals.

- **Asset Management Strategy**

The committee scrutinised a draft asset management strategy, which sought to put into place a framework that would ensure the council made optimal use of its property and land.

- **Community Infrastructure Levy**

The committee continued its scrutiny of the existing scheme for using Community Infrastructure Levy funds. It made a number of recommendations that it believed would result in the existing funds being used more efficiently and in a more timely manner.

3.0 2019-2020 onwards

3.1 Significant topics emerging for the coming year include:

- Corporate Peer Challenge Report and Action Plan
- Budget and Investment and Income
- Quarterly performance reporting

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

None

Human Rights Act Appraisal

The recommendations contained in this report are compatible with the provisions of the Human Rights act 1998

Environmental Appraisal

There are no environmental issues relating to this report.

Risk Management Appraisal

There are no risks associated with this report.

Community / Consultations Appraisal

Consultation is a component of Scrutiny work to collect information to support the development of conclusions and recommendations.

Cabinet Members

All

Local Member/s

All

Appendices

None