

**REPORT FOR: OVERVIEW AND
SCRUTINY COMMITTEE
AND SCRUTINY SUB-
COMMITTEES**

Date:	22 nd February 2011
Subject:	Better Deal for Residents Standing Scrutiny Review – Quarterly Update
Responsible Officer:	Alex Dewsnap, Divisional Director Partnership Development and Performance
Scrutiny Lead Member area:	Cllr Jerry Miles, Corporate Effectiveness Policy Lead Member Cllr Tony Ferrari, Corporate Effectiveness Performance Lead Member
Exempt:	No
Enclosures:	None

Section 1 – Summary and Recommendations

This brief report provides councillors with an update of the work undertaken by the Standing Scrutiny Review of the Better Deal for Residents programme. It is the first of the proposed quarterly reports which will ensure that members of the Overview and Scrutiny committee are kept up to date with the work of this long term project.

Recommendations:

Councillors are asked to comment on and approve the work of the standing review.

Section 2 – Report

Background

The council needs to find significant savings over the next three years. Whereas in the past, it might have been feasible to reduce spending on a service-by-service basis, the extent of the savings required means that many services will no longer be viable if cuts are delivered in this way. As a result the council has embarked on a programme to fundamentally transform the organisation and its structures and to broker a new relationship with residents. The Better Deal for Residents programme is the means by which the council hopes to make these changes. The programme comprises a range of projects designed to deliver major service reconfiguration. Such a significant change programme warrants a high level of scrutiny to ensure that proposals made are those in the best interests of residents and that the impact of change on residents, partners and service users is clearly understood. It is for this reason, that a standing review has been established.

Progress

The meeting of the Overview and Scrutiny committee on 9th February considered the scope of the review and agreed to receive quarterly reports on the progress being made. This is the first of these quarterly reports.

The group has met three times. Having discussed its remit and agreed the project scope, the review has begun the process of gathering evidence. As an initial objective, the group sought to investigate the robustness of the Council's project management process. Whilst it is not the purpose of the group to duplicate the work of the council's Programme Management Office, the group wished to satisfy itself that there is an effective project management system in place to oversee the implementation of this significant programme and if necessary to make recommendations as to how the system might be improved. A report of the standing review group's initial findings in this area is expected in the spring.

Next steps

Having reported on this initial piece of work, the group intends to consider the impact of the Better Deal for Residents programme on:

- the Council – is it achieving the outcomes envisaged – linked to the effectiveness of project management processes
- residents
 - what impact are the changes having and how are these being mitigated,
 - how far do residents understand/appreciate the need for significant change are their opinions being taken into account, are they being actively engaged/convinced in the delivery of change
- partners – are we working more efficiently with partners to deliver change, what is the impact on their services
- managers – how well are they being supported in delivering change whilst at the same time being subject to that change

A number of individual projects will be considered as part of this process.

Financial Implications

There are no financial implications associated with this report.

Performance Issues

There are none specific to this report.

Environmental Impact

There is no environmental impact associated with this report.

Risk Management Implications

There are no risk management implications associated with this report.

Equalities implications

Was an Equality Impact Assessment carried out? Yes () No ()

If no, state why an EqIA was not carried out below:

No equalities impact has been undertaken as a consequence of this report as no specific action or service development is proposed.

Corporate Priorities

- Keeping neighbourhoods clean, green and safe
- Supporting and protecting people who are most in need
- United and involved communities: A council that listens and leads
- Supporting our town centre, our local shopping centres and businesses

Section 3 - Statutory Officer Clearance

Not required for this report

Section 4 - Contact Details and Background Papers

Contact: Lynne Margetts, Service Manager Scrutiny

Background Papers: None