

## REPORT TO BUSINESS SERVICES COMMITTEE – 18 APRIL 2019

### SCRUTINY PROGRAMME FOR THE BUSINESS SERVICES COMMITTEE

#### 1 Recommendations

The Committee is recommended to:

- 1.1 Consider and approve the proposed scrutiny programme for the coming year; and
- 1.2 Agree to receive regular updates on progress on each of the 3 service areas, as set out in their own scrutiny plans.

#### 2 Background / Discussion

- 2.1 The Committee has already agreed 2 significant service areas to be taken forward as part of its scrutiny role – these being Customer Services, agreed at the meeting on 10 January, 2018, and also Hard FM, agreed at the meeting on 28 February, 2019, following a referral from the Audit Committee.
- 2.2 In relation to Customer Services, an initial informal workshop was held on 10 January, 2019, where the overall scope was discussed and agreed. This is clearly a Council and Service-wide area of interest and it is planned that an update will be brought back to this Committee when it meets on 13 June, 2019, having done further cross-Service engagement.
- 2.3 Hard FM Scrutiny is elsewhere on this agenda and, subject to Committee's consideration, will also form part of the scrutiny activity over the coming months.
- 2.4 A third potential area for scrutiny is proposed to be ICT across the Council, and members are asked to reflect if this is an area they would wish to address during the course of the coming year. Again, this is a significant service area that works across the Council and, subject to Committee's view, officers would bring back a more detailed scope of consideration at a future meeting.
- 2.5 By way of background, in relation to ICT, overall the Council spent £18.2m in 2017/18 on ICT staffing, goods and services. The breakdown between central ICT budget and distributed budget is detailed below.

Category	£k
Central ICT	10,237
Distributed	7,810
TOTAL	18,047

2.6 This spend is essentially broken down into 5 areas.

Category
Hardware
Software and Business Systems
Staffing
Managed Printing
Telephony

2.6.1 The Committee may wish to choose one or all of these areas to scrutinise.

2.7 The Head of Finance and Monitoring Officer within Business Services have been consulted in the preparation of this report and are satisfied that the report complies with the Scheme of Governance and relevant legislation.

### **3 Scheme of Governance**

3.1 The Committee is able to consider and take a decision on this item in terms of Section C.6.1.1 of the List of Committee Powers in Part 2A of the Scheme of Governance, as the matter relates to the scrutiny of matters of service delivery identified for improvement.

### **4 Implications and Risk**

4.1 An equality impact assessment is not required because the report is asking the Committee to discuss and approve a scrutiny programme for the coming year and there will be no differential impact on any of the protected characteristics.

4.2 There are no direct staffing and financial implications resulting from this report.

4.3 The following Risks have been identified as relevant to this matter on a Corporate Level and Directorate Level.

#### [Corporate Risk Register](#)

ACORP003 - Workforce

#### [Directorate Risk Registers](#)

BSSR006 – Digital Innovation

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26 March, 2019