

# CHESHIRE EAST COUNCIL

## REPORT TO: CORPORATE SCRUTINY COMMITTEE

---

**Date of Meeting:** 9 November 2009  
**Report of:** Borough Solicitor  
**Subject/Title:** Work Programme update

---

### **1.0 Report Summary**

- 1.1 To consider items proposed for inclusion in the Committee's Work Programme and determine which items should be included in the Work Programme for the current municipal year.

### **2.0 Recommendations**

- 2.1 That the Committee agree its Work Programme, determine a priority order, agree timescales and methodology.
- 2.2 That the Committee adds to its work programme an item to monitor the introduction/implementation of a Customer Relation Management (CRM) solution.

### **3.0 Reasons for Recommendations**

- 3.1 It is good practice to agree a Work Programme to enable effective management of the Committee's business.

### **4.0 Wards Affected**

- 4.1 All

### **5.0 Local Ward Members**

- 5.1 Not applicable.

### **6.0 Policy Implications including - Climate change - Health**

- 6.1 Not known at this stage.

### **7.0 Financial Implications for Transition Costs (Authorised by the Borough Treasurer)**

- 7.1 None identified at the moment.

**8.0 Financial Implications 2009/10 and beyond (Authorised by the Borough Treasurer)**

8.1 Not known at this stage.

**9.0 Legal Implications (Authorised by the Borough Solicitor)**

9.1 None.

**10.0 Risk Management**

10.1 There are no identifiable risks.

**11.0 Background and Options**

11.1 At the meeting of the Committee on 1 September 2009, Members referred the review of the work programme to an informal mid-point meeting to make recommendations to divide the list of items into an 'active' and 'reserve' list.

11.2 The committee held a mid-point meeting on 20 October 2009, at which members were able to make the recommendations on the work programme which are now contained in the attached revised schedule. Further work is required in some areas to determine the method that the committee intends to employ to progress any scrutiny involvement– for example, whether items should be dealt with by a Task/Finish panel or by the Committee etc.

11.3 In addition, the Committee must not lose sight of the need to assess all items against the well established criteria as follows:

- Does the issue fall within a corporate priority
- Is the issue of key interest to the public
- Does the matter relate to a poor or declining performing service for which there is no obvious explanation
- Is there a pattern of budgetary overspends
- Is it a matter raised by external audit management letters and or audit reports.
- Is there a high level of dissatisfaction with the service

Also, if during the assessment process any of the following emerge, then the committee should consider rejecting the topic:

- The topic is already being addressed elsewhere
- The matter is sub-judice

- Scrutiny cannot add value or is unlikely to be able to conclude an investigation within the specified timescale

11.4 At the mid-point meeting held on 20 October 2009, Members also received a brief presentation on the process to develop a Customer Relationship Management (CRM) solution for the Council. The aim of the CRM, amongst other things, was to resolve the number of customer enquiries at the first point of contact and to improve accessibility of Council Services in terms of locations, opening hours, access channels and links to other organisations. Members considered that in view of the impact that the system would have on the way in which the Council interacted with the public, the Corporate Scrutiny Committee should add an item to its work programme to monitor the progress of the CRM which was expected to be implemented in April 2010.

## **12.0 Overview of Year One and Term One Issues**

12.1 It is good practice to have a Work Programme for the Committee to consider and prioritise on a regular basis.

## **13.0 Access to Information**

The background papers relating to this report can be inspected by contacting the report writer:

Name: Mark Nedderman  
Designation: Senior Scrutiny Officer  
Tel No: 01270 529640  
Email: [mark.nedderman@cheshireeast.gov.uk](mailto:mark.nedderman@cheshireeast.gov.uk)