
SOUTHAMPTON CITY COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
MINUTES OF THE MEETING HELD ON 14 JANUARY 2016

Present: Councillors Fitzhenry (Chair), Fuller, Furnell, Galton, Jordan (Except Minute 44), Morrell, Moulton (Except Minute 41 and 42) (Vice-Chair), Whitbread and Tucker (Except Minute 41, 42 and 44)

Apologies: Councillors Hannides, Keogh and Revd. J Williams

Also in attendance: Cabinet Member for Transformation

41. **APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)**

The Committee noted the apologies of Councillor Hannides and Revd J Williams. The Committee also noted that following receipt of the temporary resignation of Councillor Keogh from the Overview and Scrutiny Management Committee, the Head of Legal and Democratic Services, acting under delegated powers, had appointed Councillor Tucker to replace him for the purposes of this meeting.

The Committee noted the resignation of Councillor McEwing and the appointment of Councillor Whitbread in place thereof in accordance with the provisions of Council Procedure Rule 4.3.

42. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED that the minutes of the meeting held on 10 December 2015 be approved and signed as a correct record.

43. **TRANSFORMATION PROGRAMME UPDATE**

The Committee considered the report of the Cabinet Member for Transformation providing an update on the progress made in relation to the Council's transformation programme.

RESOLVED that:

- (i) officers enable Members to access regular updates to the milestone plans for the three digital sub programmes;
- (ii) at the next Transformation Programme update on 14 April 2016, the OSMC are provided with the following:
 - Forecasted savings within the Customer Service Centre resulting from the anticipated reduction in demand.
 - Examples of the improvements to service standards that customers can expect from the Digital project.
 - A presentation outlining the work being undertaken within Waste Services to reduce absence levels.
- (iii) in accordance with the stated objectives of the Transformation programme, the Cabinet Member clarifies to the Committee which services the Administration were planning to stop delivering;
- (iv) officers ensure that there would be built in mechanisms to regularly review charges for Council services to reflect the changes to overhead costs;

- (v) information be circulated to the Committee to clarify how the PwC fee was budgeted for, and where and when it would appear in the Council's budget;
- (vi) trigger points be embedded within the new operating model to ensure that the improvements achieved through transformation be sustained;
- (vii) a breakdown of the £2.3 targeted savings identified for the Service Cost Recovery project be circulated to the Committee; and
- (viii) the Committee be provided with clarification relating to whether the Managed Service Provider would be required to pay the Living Wage.

44. **MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE**

The Committee received and noted the report of the Head of Legal and Democratic Services detailing the actions of the Executive and monitoring progress of the recommendations of the Committee.

The Committee requested that a timescale be sought for the action taken on recommendation 4, in relation to improving access to treatment.