

Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 4th February 2016

Date	Portfolio	Title	Action proposed	Action Taken	Progress Status
14/01/16	Transformation	Transformation Programme Update	1) That officers enable members to access regular updates of the milestones for the 3 digital sub programmes.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	
			2) That, at the next Transformation Programme update on 14 April 2016, the OSMC are provided with the following: <ul style="list-style-type: none"> <li data-bbox="741 603 1263 730">i. Forecasted savings within the Customer Service Centre resulting from the anticipated reduction in demand. <li data-bbox="741 770 1263 866">ii. Examples of the improvements to service standards that customers can expect from the Digital project. <li data-bbox="741 906 1263 1002">iii. A presentation outlining the work being undertaken within Waste Services to reduce absence levels. 	A response to these recommendations will be provided to the Committee in advance of the 4 February 2016 meeting.	
			3) That, in accordance with the stated objectives of the Transformation programme, the Cabinet Member clarifies to the Committee what services the Administration are planning to stop delivering.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	
			4) That officers ensure that there are in-built mechanisms to regularly review charges for council services reflecting the changes to overhead costs.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	

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			5) That information is circulated to the Committee clarifying how the PwC fee is budgeted for and where and when it will appear in the Council's budget.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	
			6) That trigger points are embedded within the new operating model to ensure that improvements achieved through transformation are sustained.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	
			7) That a breakdown of the £2.3m targeted savings identified for the Service Cost Recovery Project is circulated to the Committee.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	
			8) That the Committee are provided with clarification relating to whether the Managed Service Provider will be required to pay the Living Wage.	A response to this recommendation will be provided to the Committee in advance of the 4 February 2016 meeting.	
10/12/15	Housing and Sustainability	Safe City Partnership Annual Review	1) That the Safe City Partnership explores the potential to establish a 'diverted giving scheme' in Southampton that encourages people to donate to charities that support homeless people rather than give directly to beggars.	<p>Southampton Connect organised a multi-agency meeting to discuss issues relating to street begging. It was agreed to meet in the New Year to consider progress of the following:</p> <ul style="list-style-type: none"> The drugs and alcohol Team Manager to work with the Housing Needs Manager, Community Safety and Homelessness charities to improve access to treatment for those who need it. <p>Update:</p> <p>At a subsequent agency meeting it was agreed that drug outreach will work alongside the Southampton Homelessness Prevention Team on their outreach sessions</p>	

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				<p>to engage beggars directly and to link to drug services volunteers for ongoing support. Anticipated date to commence arrangements - February 2016.</p> <p>To channel giving through local homelessness charities it has also been agreed that a public awareness campaign will be undertaken along the lines of the 'Don't kill with kindness' campaign.</p>	