

Appendix 3

Scrutiny Board (Resources and Council Services) – Recent work areas and outcomes

Contact Centre - resulting in;

- clear recommendations about its future funding,
- anticipating service failures and the consequential increase in Contact Centre activity and
- the development of better working relationships between Directorates and the Contact Centre.

Agency and Overtime – resulting in

- The introduction of the Challenge Panel and the drive to reduce agency staff
- Re shaping the People Plan Score Card and how compliance to objectives is scrutinised

Appraisals - resulting in

- The drive for 100% appraisals and the introduction of individual appraisals for 'blue collar' workers

Payday Loan Companies – resulting in

- Raising the profile of the issue
- A series of recommendations which have been incorporated within a corporate action plan

Welfare Reform – resulting in

- Same advice and information given to people
- A contingency fund available to the Contact Centre to deal with spikes in activity
- The idea of room reclassification

Community Centre lettings – resulting in

- A clearer and transparent charging structure

Night Time Levy – resulting in

- The abandonment of proposals to introduce a night time levy
- Support for a City Centre Business Improvement District

Grants – resulting in

- The drive to review the use of commissioning and contracts rather than grants

Income generation – resulting in

- Fleet Services generating income through MOTs and vehicle servicing - total £45,500

ICT Support to Members – resulting in

- Removing roaming charges
- Extension of out of hours service

Contract Procedure Rules – resulting in

- The introduction of a contracts calendar to reduce unnecessary contract extensions

Translation Services – resulting in

- The introduction of a policy for the use of interpreting and translation services across Leeds City Council with a view of reducing costs.