

Report of Head of Governance and Scrutiny Support

Report to Scrutiny Board (Citizens and Communities)

Date: 10th April 2017

Subject: Reducing repeat customer contact through tackling failure demand – draft scrutiny inquiry report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. At the beginning of the municipal year, the Citizens and Communities Scrutiny Board agreed to undertake an inquiry into reducing repeat customer contact through tackling failure demand. The terms of reference linked to this review were agreed by the Board in November 2016.
2. This inquiry has now concluded and the Board is in a position to report on its findings and recommendations resulting from the evidence gathered. The Board's draft report will follow and be made available in readiness for today's meeting when Board Members will be asked to formally consider and agree its report.
3. Scrutiny Board Procedure Rule 13.2 states that "where a Scrutiny Board is considering making specific recommendations it shall invite advice from the appropriate Director(s) prior to finalising its recommendations. The Director shall consult with the appropriate Executive Member before providing any such advice. The detail of that advice shall be reported to the Scrutiny Board and considered before the report is finalised".
4. Once the Board publishes its final report, the appropriate Director(s) will be asked to formally respond to the Scrutiny Board's recommendations within three months.

Recommendations

5. Members are asked to consider and agree the Board's report following its inquiry into reducing repeat customer contact through tackling failure demand.

Background documents¹

6. None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.