

DST – Ref No:

a. **SCRUTINY PANEL RESOLUTION (copy of minute detailing formal resolution to request call-in to be attached).**

(1) Reason why decision is being called in:

The statistics and information shown in this report warrant further scrutiny by the Overview and Scrutiny Committee. The reasons why are as follows:

- 1.0 **Income and expenditure position – year end forecast variances.** The risk rating is red because the yearend forecasts variances of £7.9million overspend have been identified to date in relation to General Fund net controllable expenditure. This is of great concern to the Council and needs further exploration and plus extra information is needed in terms of an action plan to reduce it.
- 2.0 **Recovery of council properties fraudulently obtained sublet or abandonment.** This is marked with a red cross and is below target.
- 3.0 **Processing new claims – Housing Benefit/Council tax Support.** This is also marked with a red cross indicating that it is below target. This is a failure to turn applications round which are effecting residents.
- 4.0 **Complaints answered in 10 days.** This is marked with a red cross. The target is 92%, we only achieved 68.97%. This is well below target and unacceptable.
- 5.0 **All departments – FOIs answered within 20 days.** This is also marked with a red cross as for Q1 only answered 74.69% of FOIs within 20 days which is the code's statutory time frame. The current target is 95%
- 6.0 **All departments – MEQs answered within 8 days.** This is also marked with a red cross for Q1 as only 82.5% were answered within the service level agreement out of a target of 95%.
- 7.0 **Delayed transfers of care patients.** This is marked with a red cross. There were 28 patient delays the current target is 5 and in reality we don't want any.
- 8.0 **Average Sick Days.** This is also marked as red and below target. The average number of days off sick is 9.4 per full time employee.

1. Outline of proposed alternative action

The decision to be referred back to Cabinet for reconsideration with a request that a further review of performance against each of the areas highlighted is undertaken.

(3) Do you believe the decision is outside the policy framework?

No (4) If Yes, give reasons:

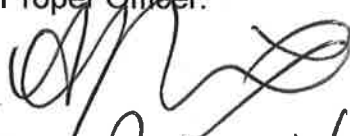
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Checked by Proper Officer for validation –

Name of Proper Officer:

Date:

31/10/2016


Asmat Hussain