

SERVICES SCRUTINY WORK PROGRAMME 2025/26

CHAIR: CLLR MICK SMITH

VICE CHAIR: CLLR RICHARD SPOONER

AGENDA ITEM	BRIEF DESCRIPTION	LEAD OFFICER/ORGANISATION
Meeting Date: 29 July 2025		
Financial Outturn 2024/25	To receive the financial outturn for 2024/25	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager — ACCEPTED
	Outcomes: <i>Gained an overview of the outturn for 2024/25</i>	
Medium Term Financial Plan Budget Monitoring Q1 2025/26	To receive the budget monitoring report for 2025/26 — Quarter 1	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager — ACCEPTED
	Outcomes: <i>Gained an understanding of the Council's financial outturn position for 2024/25</i>	
Generative Artificial Intelligence — Task Group Update	Overview on Generative Artificial Intelligence and steps the Council are taking	Jayne Dethick, Director of Finance & Resources (S151 Officer) / David Vickers, Communications, Marketing & Design Manager — ACCEPTED
	Outcomes: <i>Understand the work being undertaken across the Authority. ACTION: Come back in 6 mths for an update</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>Learned about the Cabinet Decisions made to date and upcoming reports going forward to Cabinet</i>	
Policy Development	To contribute to major Policies being considered by the Council	David Vickers, Communications, Marketing & Design Manager — ACCEPTED

	● Digital Strategy	
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>Agreed a Work Programme going forward for the year</i>	
Meeting Date: 9 September 2025 (moved from 2 September)		
Overview of Council's Complaints Procedure	To receive an overview of the Council's complaints procedure and reporting system	Rachael Pope, Customer Services Manager - ACCEPTED
	Outcomes: <i>Gained an understanding of the Council's complaints procedure and reporting system.</i>	
Missed Wheelie Bin Collections	To receive an overview of how missed wheelie bin collections are recorded and processed.	Darren Mitchell, Streetscene & Waste Services Manager - ACCEPTED
	Outcomes: <i>Gained insight into missed bin collections, and how these are dealt with including changes to reporting system</i>	
Local Plan Update	Update on the Local Plan	David Thompson, Assistant Director of Planning - ACCEPTED
	Outcomes: <i>Heard about the work done so far on the Local Plan and any changes/issues that have arisen</i>	

Equality Plan and Duty Review 2024/25	To receive the Equality Action Plan	Kath Drury—Information and Improvement Manager / Amar Bashir—Improvement Officer – ACCEPTED
	Outcomes: <i>Gained an understanding of the Action Plan</i>	
Performance Management	Council Plan Targets Performance Update—Quarter 1	Kath Drury—Information and Improvement Manager / Amar Bashir—Improvement Officer
	Outcomes: <i>Gained insight into the quarterly targets to date, and how areas are performing.</i> ACTION: <i>Circulate Annual Audit Report</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>Informed of Cabinet Decisions made to date and what topics are due to be presented in the future</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	Outcomes: <i>Contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>Considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees’ work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>Agreed the Work Programme for the year</i>	
Meeting Date: 25 November 2025		

NEDDC Park Equipment	Overview of NEDDC owned parks/play areas	Darren Mitchell, Streetscene and Waste Services Manager / Cate Harris, Streetscene Coordinator – ACCEPTED
	Outcomes: <i>To gain an insight into parks/play areas owned by NEDDC, including how many and location, age of equipment, maintenance schedules and plans for upgrades</i>	
Medium Term Financial Plan – Revised Budget	To receive the revised budget for 2025/26	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – ACCEPTED
	Outcomes: <i>Gain an understanding of the Council's financial outturn position for 2024/25</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 2	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	
Policy Development	To contribute to major Policies being considered by the Council	Lead Officer
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	

Work Programme	To consider the Committees’ work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To agree a Work Programme for the year</i>	
Meeting Date: 24 February 2026		
Generative Artificial Intelligence – Update	Update on generative Artificial Intelligence and current position	Jayne Dethick, Director of Finance & Resources (S151 Officer) / David Vickers. Communications, Marketing & Design Manager – ACCEPTED
	Outcomes: <i>Gain an understanding of AI and steps being taken</i>	
Annual Local Government Ombudsman Report	To receive and discuss the Annual Ombudsman Report	Rachael Pope, Customer Service Manager – TBC
	Outcomes: <i>Informed of any major complaints logged with the LGO.</i>	
Medium Term Financial Plan Budget Monitoring Q3 2025/26	To receive the financial outturn for 2025/26 – Quarter 3	Jayne Dethick, Director of Finance & Resources (S151 Officer) / Justine Wells, Corporate Finance Manager – ACCEPTED
	Outcomes: <i>Gain an understanding of the Council’s financial outturn position for 2024/25</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 3	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	

Policy Development	To contribute to major Policies being considered by the Council Taxi Licensing Policy	Charmaine Terry, Environmental Health Team Manager (Licensing) – INVITE SENT
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees’ work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To agree a Work Programme for the year</i>	
Meeting Date: 12 May 2026		
People Strategy Action Plan - Annual Update	Update on progress made against the Action Plan	Lee Hickin – Managing Director / Sara Gordon – HR & OD Manager - TBC
	Outcomes: <i>To understand the progress of work that has been taken against the Strategy/Action Plan</i>	
Employment Rights Bill	Overview of the legislation and how the upcoming changes affect the staff/Authority	Sara Gordon – HR & OD Manager - ACCEPTED
	Outcomes: <i>To gain an understanding of the legislation</i>	
Performance Management	Council Plan Targets Performance Update – Quarter 4	Kath Drury – Information and Improvement Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To gain insight into the quarterly targets to date, and see how areas are performing</i>	

Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To identify Cabinet Decisions made to date and see what topics are due to be presented in the future, and determine if any require further follow-up by Scrutiny</i>	
Policy Development	To contribute to major Policies being considered by the Council	Kath Drury – Information, Engagement and Performance Manager / Amar Bashir – Improvement Officer
	Outcomes: <i>To have contributed on new/revised policies and strategies</i>	
Horizon Scanning	To consider and contribute to potential changes in the operating environment which may include legislation, regulation and key projects being undertaken by the Council, for example	Lead Officer
	Outcomes: <i>To have considered and contributed to potential changes in the operating environment that may arise</i>	
Work Programme	To consider the Committees' work programme	Joe Hayden, Senior Scrutiny Officer
	Outcomes: <i>To agree a Work Programme for the year</i>	

NOTES

HORIZON SCANNING (topics to be aware of going forward including legislation, regulation and key projects)

- Local Government Reorganisation
- Local Plan