

**SERVICES SCRUTINY WORK PROGRAMME 2025/26**  
**CHAIR: CLLR MICK SMITH**  
**VICE CHAIR: CLLR RICHARD SPOONER**

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

	<ul style="list-style-type: none"> <li>• Digital Strategy</li> </ul>	
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <i>Agreed a Work Programme going forward for the year</i>	
<b>Meeting Date: 9 September 2025 (moved from 2 September)</b>		
Overview of Council's Complaints Procedure	To receive an overview of the Council's complaints procedure and reporting system	Rachael Pope, Customer Services Manager - <b>ACCEPTED</b>
	<b>Outcomes:</b> <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 - <b>ACCEPTED</b>
	<b>Outcomes:</b> <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 - <b>ACCEPTED</b>
	<b>Outcomes:</b> <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— <b>ACCEPTED</b>
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <i>Gained insight into the quarterly targets to date, and how areas are performing.</i> <b>ACTION:</b> <i>Circulate Annual Audit Report</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <i>Agreed the Work Programme for the year</i>	
<b>Meeting Date: 25 November 2025</b>		

NEDDC Park Equipment	Overview of NEDDC owned parks/play areas	Darren Mitchell, Streetscene and Waste Services Manager / Cate Harris, Streetscene Coordinator – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained 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 – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gained 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
	<b>Outcomes:</b> <i>Gained insight into the quarterly targets to date, and how areas are performing</i>	
Cabinet Business	Cabinet Decisions and Forward Plan	Joe Hayden, Senior Scrutiny Officer
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <i>Agreed the Work Programme for the year</i>	
<b>Meeting Date: 24 February 2026</b>		
Generative Artificial Intelligence – Update – <b>DEFERRED UNTIL A LATER MEETING AS PART OF STOCKTAKE REVIEW</b>	Update on generative Artificial Intelligence and current position	Jayne Dethick, Director of Finance & Resources (S151 Officer) / David Vickers, Communications, Marketing & Design Manager – <b>ACCEPTED</b>
	<b>Outcomes:</b> <i>Gain an understanding of AI and steps being taken</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 – <b>ACCEPTED</b>
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <i>To agree a Work Programme for the year</i>	
<b>Meeting Date: 12 May 2026</b>		
People Strategy Action Plan - Annual Update – <b>DEFERRED UNTIL A LATER MEETING AS PART OF STOCKTAKE REVIEW</b>	Update on progress made against the Action Plan	Lee Hickin – Managing Director / Sara Gordon – HR & OD Manager - <b>TBC</b>
	<b>Outcomes:</b> <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 - <b>ACCEPTED</b>
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <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
	<b>Outcomes:</b> <i>To agree a Work Programme for the year</i>	

## **NOTES**

Annual Local Government Ombudsman Report – due around May/June  
Generative Artificial Intelligence – Update (Stocktake review in June 2026)  
People Strategy Action Plan Update (Stocktake review in September 2026)  
Licensing Policy – 2027

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

- Local Government Reorganisation
- Local Plan