

BROMSGROVE DISTRICT COUNCIL

JOINT OVERVIEW & SCRUTINY BOARD

19TH JANUARY 2010

**WORCESTERSHIRE COUNTY COUNCIL SCRUTINY PROPOSAL –
THE WORCESTERSHIRE HUB**

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| Responsible Portfolio Holder (for Overview and Scrutiny) | Councillor G. N. Denaro – Deputy Leader of the Council and Portfolio Holder for Resources |
| Responsible Head of Service (for Overview and Scrutiny) | Mrs. Claire Felton – Head of Legal, Equalities and Democratic Services |
| Non-Key Decision | |

1. SUMMARY

1.1 The Worcestershire County Council Overview and Scrutiny Performance Board (WCC OSPB) has invited district councils' overview and scrutiny committees to participate in an investigation on the Worcestershire Hub. Bromsgrove District Council Joint Overview and Scrutiny Board is therefore being asked to consider if there is any Member of the Joint Overview and Scrutiny Board it would like to nominate to participate in the WCC OSPB task group to represent Bromsgrove District Council.

2. RECOMMENDATION

2.1 That Members of the Board consider any nominations to represent Bromsgrove District Council on the Worcestershire County Council Overview and Scrutiny Performance Board task group on the Worcestershire Hub and elect a representative.

3. BACKGROUND

3.1 The WCC OSPB identified the Worcestershire Hub as a priority for scrutiny at its meeting on 10th September 2009 and it was subsequently included in their work programme, which was approved by the County Council on 1st October 2009. The WCC OSPB was asked to consider a scrutiny proposal to establish a scrutiny task group on the topic at its meeting held on 10th December 2009.

3.2 The topic was initiated by the County Council following a Notice of Motion to Council in June 2009 which stated that "Residents are becoming increasingly frustrated at the difficulty in accessing the Hub and obtaining a response to their enquiries". The areas of concern included the length of time taken to answer calls and the lack of feedback.

3.3 The Worcestershire Hub is the first point of contact for the public and has a key role to play in transforming customer services. The Worcestershire Hub includes the county council and the six district councils. Therefore, although the scrutiny exercise has been initiated and will be led by the County Council, it is proposed that the task group will co-opt a member from each district council. This model has been selected to fully involve the districts, and keep working arrangements as simple as possible, to allow the scrutiny to progress quickly.

3.4 The scope of the exercise will cover:

- Worcestershire Hub – countywide
- Worcestershire Hub Shared Service (WHSS)
- Performance
- Specific Services
- Future Development

3.5 The terms of reference are to examine:

- The development of the Worcestershire Hub, including the shared service.
- How to make the Worcestershire Hub fit for purpose in the future.
- Differences in provision across Worcestershire, what they are and why they exist.
- What are the gaps in provision and what are the opportunities?

4. FINANCIAL IMPLICATIONS

4.1 There are no significant financial implications for the purpose of this report.

5. LEGAL IMPLICATIONS

5.1 There are no legal implications for the purpose of this report.

6. COUNCIL OBJECTIVES

6.1 This item links to the Council Values for Customer First and to the Sense of Community (objective 3) and improvement (objective 2) priorities.

7. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

There are no risk implications for the purpose of this report.

8. CUSTOMER IMPLICATIONS

8.1 Participation in a review of the Worcestershire Hub may contribute to an improvement in the Hub and in customer services.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 There are no implications directly relating to this report for the Council's Equalities and Diversity Policies.

10. VALUE FOR MONEY IMPLICATIONS

10.1 None for the purpose of this report.

11. CLIMATE CHANGE AND CARBON IMPLICATIONS

11.1 There are no implications directly relating to this report for the Council's Climate Change and Carbon policies.

12. OTHER IMPLICATIONS

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| Procurement Issues | None |
| Personnel | None |
| Governance/Performance Management | |
| Community Safety including Section 17 of Crime and Disorder Act 1998 | None |
| Policy | None |
| Biodiversity | None |

13. OTHERS CONSULTED ON THE REPORT

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| Portfolio Holder | No |
| Chief Executive | Yes |
| Executive Director - Partnerships and Projects | No |
| Executive Director - Services | No |
| Assistant Chief Executive | No |
| Head of Service | Yes |
| Head of Financial Services | No |

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| Head of Legal, Equalities & Democratic Services | Yes |
| Head of Organisational Development & HR | No |
| Corporate Procurement Team | No |

14. WARDS AFFECTED

All wards

15. APPENDICES

None

16. BACKGROUND PAPERS

None

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