



AGENDA ITEM: 7(a)

**EXECUTIVE OVERVIEW &
SCRUTINY COMMITTEE:
1 December 2011**

Report of: Borough Solicitor

Relevant Managing Director: Managing Directors

**Contact for further information: Mrs J Denning (Extn. 5384)
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**SUBJECT: PROPOSED CALL IN ITEM (NOT VALIDATED) – ORGANISATIONAL
RE-ENGINEERING UPDATE**

Wards affected: Borough Wide

1.0 PURPOSE OF THE REPORT

1.1 To advise of a Call In request received but not validated in respect of Minute No. 76 of the meeting of Cabinet held on 15 November 2011 'Organisational Re-Engineering Update'.

2.0 RECOMMENDATION

2.1 That the Committee scrutinise the decision of Cabinet on 15 November 2011 as set out in Minute No. 76 at paragraph 3.2 of the report and consider if any further action is required.

3.0 DETAILS RELATING TO THE CALL IN

3.1 The report of the Transformation Manager, attached as an Appendix to this report, was considered at Cabinet on 15 November 2011.

3.2 The following decision of Cabinet is contained at Minute No. 76:

“76. ORGANISATIONAL RE-ENGINEERING UPDATE

Councillor Westley introduced the report of the Transformation Manager which detailed the Council's Organisational Re-engineering (OR) programme to date, including information on the following:

- The level of cash and efficiency savings resulting from OR, together with the improvements to both service delivery and customer accessibility
- Progress of the Organisational Re-engineering (Efficiency Reviews) Framework and proposed service areas for future OR reviews.

In reaching the decision below, Cabinet considered the details set out in the report before it and accepted the reasons contained in it.

- RESOLVED: A. That the positive progress and successful outcomes of those reviews detailed, together with the summary of cash and efficiency savings identified be noted.
- B. That the Assistant Director Housing and Regeneration and the Borough Planner, with the support of the Transformation Manager, undertake and report back on the findings of the OR reviews carried out in their service area in 2012/13.

3.3 The following reason for call in was given in the requisition:

“Transfer of further back office functions to front of office services may impact on front of office service delivery.”

3.4 The requisition also provided a different decision which was:

“A report is brought back to Cabinet on how further transfers of back office services to the front office will impact on front of office service delivery.”

3.5 The following Members of the Executive Overview & Scrutiny Committee signed the requisition for call-in in accordance with the provisions of Overview & Scrutiny Committee Procedure Rule 15:

Councillor B Nolan
 Councillor J Gibson
 Councillor I Moran
 Councillor N Hennessey
 Councillor Y Gagen

4.0 REASONS ‘CALL IN’ NOT VALIDATED

4.1 The effect of the different decision is “a deferral for more information” which is precluded by the call in arrangements (paragraph 15(c) of Constitution 9.1 ‘Overview and Scrutiny Committee Procedure Rules’).

5.0 COMMENTS OF THE TRANSFORMATION MANAGER

5.1 As part of each OR review, detailed consideration is always given to the amount of workload moved into Front Office. Once this has been clearly mapped and measured, the appropriate resource is then transferred from the back office so that service demand can be met accordingly. There have been no adverse outcomes or negative impact on service delivery in adopting this approach to date.

6.0 CONCLUSION

- 6.1 The Executive Overview & Scrutiny Committee are able to scrutinise the report of the Transformation Manager and the decision taken by Cabinet. As the call in was not valid a different decision cannot be put forward and Minute 76 can now be actioned.
- 5.2 The Committee can under 'Post Hoc Scrutiny', examine decisions after they have been made by Cabinet and may either decide to:
- Note the Call In request, as no further action is required; or
 - Request the relevant officer to bring back a more detailed report on the issue; or
 - Refer comments directly to the relevant Portfolio Holder; or
 - Make a recommendation to Cabinet / Council as appropriate.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

1. Report of the Transformation Manager.