

Name of meeting: Corporate Scrutiny Panel
Date: Friday 31st August 2018
Title of report: Outline of priorities 18/19 – Holding Cabinet Members to Account

Purpose of report: To brief members of the Panel of the priorities for the Corporate portfolio holder for 2018-19, in advance of the attendance of the Corporate Member at the meeting.

Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	N/A
Key Decision - Is it in the Council's Forward Plan (key decisions and private reports?)	N/A
The Decision - Is it eligible for call in by Scrutiny?	N/A
Date signed off by Strategic Director & name Is it also signed off by the Service Director for Finance IT and Transactional Services? Is it also signed off by the Service Director for Legal Governance and Commissioning Support?	
Cabinet member portfolio	Cllr Graham Turner

Electoral wards affected: N/A

Ward councillors consulted: N/A

Public or private: Public

1. **Summary**

Historically, Scrutiny Panels have invited the corresponding Cabinet Portfolio Holder(s) to attend the scrutiny panel early in the new municipal year to set out their priorities for their portfolio for the coming year. The Cabinet portfolio holder can also give the panel information on the key pieces of work that are coming up in the portfolio. This activity forms part of Scrutiny's role in holding the executive to account.

2. **Information required to take a decision**

This report is for information only, however, as explained above, one of Scrutiny's key functions is to hold the Cabinet to account for delivery of its priorities.

Therefore, the Cabinet portfolio holder has been requested to attend an early meeting of the Scrutiny Panel to set out his priorities for the year. Towards the end of the year, time allowing, the portfolio holder will be invited back to set out progress against the priorities that have been identified. The Lead Member for the Corporate Scrutiny Panel will also keep in touch with the progress the Cabinet portfolio holder is making against his priorities through regular updates at briefings throughout the municipal year.

Cllr Graham Turner will be in attendance at the meeting to highlight his priorities for the forthcoming year (see below) and answer questions relating to the delivery of these priorities. He has also previously been asked to highlight any forthcoming areas of work that the Panel should be aware of, to assist with developing the scrutiny work programme and this information has already been considered as part of agreeing the items for inclusion in the work programme for the forthcoming year.

2.2 Corporate priorities for 2018-19;

2.2.1 Developing the cultural offer/identify for the district

All of these programmes contribute to the outcome "Kirklees has sustainable economic growth and provides good employment for and with communities and businesses." These are the priorities up until the end of March 2019 although many of the programmes are longer term up to 2023.

- Deliver the first phase of the Music Development Plan which is being funded through the Business Rates Pool which will begin to build the district's reputation as a place of world class music. This first phase up until the end of March 2019 involves strategic marketing and brand development/promotion; programmes developing new skills and capacity building amongst musicians and music businesses; and audience development to reach 'left behind' groups and areas. This programme is building towards a year of music in 2023
- Produce long term masterplans for Bagshaw Museum, Oakwell Hall and Country Park and a new cultural centre in Huddersfield town centre and seek external investment to support their production and delivery. The aim is to develop key visitor attractions across Kirklees in the next ten years
- Pilot the new digital promotion of museum collection highlights at Huddersfield Library. If successful, a digital museum will be created to promote the Kirklees collections globally in 2019/20 and increase access to the collections for those unable to visit
- Deliver a programme of exhibitions at Huddersfield Art Gallery in 2018/19 which promote the district and help to create a sense of place as the artists or subjects have a connection to Kirklees

- Work with partners to pilot a cultural offer marketing programme including targeting University of Huddersfield students and producing a new kind of information point in Queensgate Market by December 2018. The aim is to welcome students to Huddersfield and make them and other residents more aware of what is available in the district
- Deliver a promotional campaign and support programme to attract new and established creative businesses to relocate to Kirklees and retain existing businesses within the district throughout 2018/19

2.2.2 Delivering a budget that achieves the best for Kirklees people

- July- August 2018:
Budget Challenge Sessions with Exec Team and Service Directors to cover the Strategic Director Portfolios. These sessions are designed to highlight 2018-19 performance against resources allocated, and any emerging key issues to help inform and shape the annual budget re-fresh.
- Early October 2018:
Medium Term Financial Plan (MTFP) Update - report to Cabinet (2nd) and Council (10th). This will review high level funding and cost assumptions over multi-year plans; both revenue and capital. This will provide a financial planning framework and process (including budget engagement), for consideration of budget options for member consideration through the remainder of the budget process, to deliver a balance budget.
- End Jan-mid Feb 2019:
Annual Budget report to be approved by Cabinet (29th Jan) & Budget Council (13 Feb). This will incorporate multi-year budget plans (revenue & capital,) and the Treasury Management Strategy.

2.2.3 Delivery of the access to services strategy; including a modern library service

The following programmes contribute to the council's review of its front door functions and outcomes. These are the priorities up until end of March 2019 although all programmes have longer term aims until 2022.

Deliver a modern library service

- To carry out further conversations with library Friends of Groups, stakeholders and partners to arrive at place based solutions for communities using the framework agreed at cabinet on 21st August 2018. This is to include local-level reviews of the locations and suitability of the accommodation that houses each library.
- To redesign the service in a timely manner giving due thought and consideration to a comprehensive and efficient service with appropriate staffing, based on community needs and Council priorities and opportunities to reduce expenditure or secure more income.
- To move to secure an external partner to provide the Home Service on behalf of the Council.

Corporate Front Door

- Building on the success of the my Kirklees account where over 70,000 accounts have been created continue improving our 'universal front door' by designing and implementing digitally enabled services for as many council services as possible, supported by a channel shift and take-up implementation plan. Develop and implement joined-up, technologically

enabled front to back office processes to deliver improved customer service.

Transform existing customer access points:

- Resolve more contacts at the first point of contact (*improved efficiency and cost of service*)
- Expedite the customer journey and signpost to 3rd parties where appropriate (*Reduced demand, improved outcomes*)
- Provide a consistent customer experience across all channels
- Focus staff resources on 'assisted service' whilst supporting vulnerable customers with more specialised and complex needs
- Enable citizens and their representatives to **self-serve online** to:
 - Reduce demand - particularly 'failure' demand
 - Improve service efficiency and cost
 - Enhance convenience in terms of access - 24/7
 - Better manage their interactions with the Council

3. Implications for the Council

3.1 Early Intervention and Prevention (EIP)

N/A

3.2 Economic Resilience (ER)

N/A

3.3 Improving Outcomes for Children

N/A

3.4 Reducing demand of services

N/A

3.5 Other (eg Legal/Financial or Human Resources)

N/A

4. Consultees and their opinions

N/A

5. Next steps

Following consideration of the Cabinet portfolio holder's update, the Panel should identify if there are any areas of work that they wish to receive further information on, or wish to be involved with.

The Panel should also take into account any forthcoming work that requires scrutiny's attention and are not already included within the Corporate Scrutiny Panel's work programme for 2018/19.

6. Officer recommendations and reasons

That the Panel consider the update from the Cabinet portfolio holder and identify any issues that will need to be considered as part of their work programme.

7. Cabinet portfolio holder's recommendations

N/A

8. Contact officer

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9. **Background Papers and History of Decisions**
N/A

10. **Service Director responsible**
Julie Muscroft
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