

Multi Year Work Programme 2022 - 2026

2023/24

Finance & Corporate Services Select Committee	May No meeting	June 14	July 5	September 6	October 19	November 22	January 11	February 8	March 5	April 17
Review A: Procurement in Hillingdon Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting					Findings	Final Report				
Review B: Council's consultation arrangements Topic selection / scoping stage Witness / evidence / consultation stage Findings, conclusions and recommendations Final review report agreement Target Cabinet reporting					Introduction		Witness Findings		Report	
Regular service & performance monitoring Quarterly Performance Monitoring (timeline TBC) Mid year Budget Update Annual complaints & service update report Cabinet's budget proposals for next financial year Cabinet Forward Plan Monthly Monitoring				X X	X	X	X X	X	X	X
One-off information items Scrutiny Introduction (Democratic Services) Policy Review Discussion & Guidance Council Strategy 2022-2026 consultation Update on the work of the Council's Counter Fraud Team Update on the new Member's Enquiry Process Human Resources - digitalisation of processes Customer Service, Contact Centre & transition to digital Staff skills, learning and development Transformation work to deliver savings Treasury Management Update on the Member's Portal and New Member Enquiry Process internal/external comms update First Aid Awareness and Training The Council's digital journey & resident/member experience			X X	X	X X X X			X		X
Past review delivery Performance Monitoring & Reporting Review 2021/22								X		X
Internal use only Date deadline confirmed to report authors Report deadline Agenda published										

*for Cttee to discuss post-December Cabinet

Committee Site Visits

Contact Centre visit (provisional date of 16 October 2023 at 10am)

Updates from Sept Cttee.:

Complaints:

- (a) Member's Enquiries data from March 2023 onwards
- (b) Feedback from Members on MEs process
- (c) Breakdown of method of complaints
- (d) review of 10 day response deadline of complaints

Could be included in October's "Update on the new ME's process" item
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 To receive outside of meeting?
 Officers to investigate/ report back?

Budget:

- (a) Add item on Calculation of Inflation (possible part 2 item?)
- (b) Info on Capital Programme/ departments lobbying Government
- (c) More info on impact of interest rates/ changes since February Budget

Check with Chair/ add to Work Programme?
 To receive outside of meeting?
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HR/ L&D

- (a) Members' input into Democratic Induction

SH to investigate

Procurement review

- (a) Members to submit feedback on recommendations by 23 September
- (b) Final Review to come to October meeting

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Next review topic

- (a) HR/ recruitment/ retention
- (b) Customer engagement/ user experience
- (c) First Aid

To add to Oct Work Programme?

Work Programme

- (a) Add item on First Aid to October meeting
- (b) Investigate adding item on Calculation of Projected Inflation (Part 27) to future meeting
- (c) Procurement recommendations to be received by Chair/ Dem Serv. by 23 Sept.
- (d) Final Report to come to October meeting
- (e) Add Jan '24 budget details update