

# GOVERNANCE, STRATEGY AND RESOURCES SCRUTINY BOARD

## WORK PROGRAMME 2025/2026

Agenda item	Purpose	Portfolio lead & officer lead	Method of scrutiny	Additional information
<b>Wednesday 18<sup>th</sup> June 2025</b>				
Corporate Performance Report – 2024/25 Q4				
Revenue Monitor and Capital Investment Programme 2025/26 Month 2				Deferred until July 2025 meeting.
Local Government Ombudsman (LGO) – Annual Report 2024-25 (First draft)	To provide the Scrutiny Board with the findings from the initial communication from the LGO to enable evidence-based discussion on strengths and development areas.	Cllr Arooj Shah Fran Lautman	Written report and discussion	
<b>Wednesday 30<sup>th</sup> July 2025</b>				
Performance Management Development Sessions				
Review of Financial Support Services (Customer Experience)	Initial session with Scrutiny outlining the scope of the project and initial feedback and considerations from Scrutiny Board	Cllr Abdul Jabbar Fran Lautman	Presentation and discussion	
Review of the Digital, Data and Technology Strategy – 2025 - 2030	To provide the Scrutiny Board with an overview of the strategy, the desired outcomes and provide initial feedback and considerations.	Cllr Abdul Jabbar Chris Rawding	Presentation and discussion	
Draft 2024/25 Annual Statement of Accounts				

<b>Thursday, 9th October 2025</b>				
Corporate Performance Report – 2025/26 Q1				
Revenue Monitor and Capital Investment Programme 2025/26 Month 4				
Local Government Ombudsman – Annual Report 2024-25 (Final draft)	To provide the Scrutiny Board with the findings from the final communication from the LGO to enable evidence-based discussion on strengths and development areas and to understand our performance in comparison with national and regional trends.	Cllr Arooj Shah Fran Lautman	Written report and discussion	
Complaints and Compliments Annual Reports 2024-25: <ul style="list-style-type: none"> <li>- Resources</li> <li>- Place</li> <li>- Housing</li> <li>- Adult Social Care</li> <li>- Children Services and Education</li> </ul>	To provide the Scrutiny Board with an overview of Complaints and Compliments performance for 2024-25 to enable evidence-based discussion on strengths and development areas as well as plans to improve performance.	Cllr Arooj Shah Fran Lautman		
Review of Financial Support Services (Customer Experience)	Further session with Scrutiny sharing the findings from the review, summary of best practice and the proposed model.	Cllr Abdul Jabbar Fran Lautman		
<b>Thursday, 4<sup>th</sup> December 2025</b>				

Corporate Performance Report – 2025/26 Q2				
Revenue Monitor and Capital Investment Programme 2025/26 Quarter 2				
Complaint Policies: <ul style="list-style-type: none"> <li>- Corporate complaints policy</li> <li>- Adult Social Care complaints policy</li> <li>- Children Services complaints policy</li> <li>- Children’s homes complaints policy</li> <li>- Housing complaints policy</li> <li>- Unreasonable behaviour policy</li> </ul>	To provide the Scrutiny Board with an updated suite of Complaints Policy following the annual review. For Scrutiny Board to provide feedback and comment.	Cllr Arooj Shah Fran Lautman		
<b>Wednesday 28<sup>th</sup> January 2026 (Administration Budget)</b>				
Revenue, Monitor and Capital Investment Programme				
Revenue Budget Report 2026/27 and Medium-Term Financial Strategy				
Capital Strategy and Capital Programme				
Treasury Management Strategy 2026/27				
Housing Revenue Account				
<b>Thursday 5<sup>th</sup> February 2026</b>				
Opposition Budget				
<b>Tuesday 24<sup>th</sup> March 2026</b>				
Corporate Performance Report – 2025/26 Q3				
Revenue Monitor and Capital Investment Programme 2025/26 Month 10				

Task and finish group deep dives:

Deep dive area:	Expanded proposal:
Review of Financial Support Services (Customer Experience)	By 1 April 2026, a new operating model will be in place to deliver a resident focused and preventive approach to supporting residents to maximise their income.

	Feedback on the current approach and considerations for the new operating model are sought from Scrutiny committee.
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