

Governance, Strategy and Resources Scrutiny Board

Work Programme 2025/2026

Agenda item	Purpose	Portfolio lead & officer lead	Method of scrutiny	Additional information
Thursday, 9th October 2025				
Revenue Monitor and Capital Investment Programme 2025/26 Q1				
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	
Thursday, 4th December 2025				
Performance Assurance Report – 2025/26 Q2				
Revenue Monitor and Capital Investment Programme 2025/26 Quarter 2				
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 Matt Gratton	Presentation and discussion	Deferred from July meeting.
Complaints and Compliments Annual Reports 2024/25 and Policies: <ul style="list-style-type: none"> - Resources - Place - Housing - Adult Social Care - Children Services and Education - Corporate complaints policy - Adult Social Care complaints policy - Children Services complaints policy - Children's homes complaints policy - Housing complaints policy 	<p>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.</p> <p>To provide the Scrutiny Board with an updated suite of Complaints Policy following the annual review. For Scrutiny</p>	Cllr Arooj Shah Fran Lautman		

- Unreasonable behaviour policy	Board to provide feedback and comment.			
Wednesday 28th January 2026 (Administration Budget)				
Revenue, Monitor and Capital Investment Programme 2025/26 Month 9				
Revenue Budget Report 2026/27 and Medium-Term Financial Strategy				
Capital Strategy and Capital Programme				
Treasury Management Strategy 2026/27				
Housing Revenue Account				
Thursday 5th February 2026				
Opposition Budget				
Tuesday 24th March 2026				
Performance Assurance Report – 2025/26 Q3				
Revenue Monitor and Capital Investment Programme 2025/26 Month 10				
Final report of the Task and Finish Group on the review of financial support services				

Task and finish groups

Deep dive area:	Expanded proposal:
Review of Financial Support Services (Customer Experience)	<p>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.</p> <p>Feedback on the current approach and considerations for the new operating model are sought from Scrutiny committee.</p>
Contract management arrangements	The Task and Finish Group will select a high value contract to scrutinise the performance and oversight arrangements, to look at what is working well and what might need to be strengthened, and how any learning can be applied to other contracts.