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**COMMITTEE BUSINESS – Task & Finish progress update.**

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**Background**

1. The Committee's work programme for 2017/18 includes two task and finish inquiries, Customer Leadership and Operational Estate-Corporate Landlord Model. The Committee also agreed to create a Performance Panel to monitor Corporate Performance and services that fall under its Terms of Reference. This report will update members of progress in respect of all three working groups of the Committee.

**Customer Leadership**

2. The Terms of Reference for this Task Group are:
  - To explore opportunities for embedding customer culture and leadership across the Council
  - To examine Council policy (guidelines) for supporting the digitally disadvantaged (Digital inclusivity)
  - To make recommendations for improvement in Customer Leadership.
3. Councillors Bowen-Thompson, Berman and Cunnah sit on the task group, which is chaired by Councillor Walker.
4. The inquiry is underway, and an update will be provided at the meeting.

**Managing the Estate under a Corporate Landlord Model.**

5. The Terms of Reference for this Task Group are:

- To examine Cardiff Council's proposal to adopt a Corporate Landlord model and ascertain the benefits for residents, community groups, and the organisation
  - To identify the key challenges overcome by other Local Authorities who have adopted the Corporate Landlord model.
  - To report the task group findings to the Cabinet and stakeholders.
6. Councillors MacKie, Murphy and McKerlich sit on the task group, chaired by Councillor Boyle.
7. Preparations for the inquiry are underway, evidence gathering will commence shortly, and an update will be provided at the meeting.

### **Performance Panel**

8. At its September meeting the Committee agreed to establish a Performance Panel for 2017/18, to meet quarterly and undertake close monitoring of Corporate Performance with the option of escalating areas of concern to the formal committee meeting.
9. Councillors Boyle, Bowen-Thompson, Murphy and Mackie volunteered for the Panel, to be chaired by Councillor Walker.
10. An update will be provided at the meeting.

### **Legal Implications**

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions

taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

### **Recommendation**

13. The Committee is recommended to note the content of this report and the updates presented at Committee, and feed any comments or observations to the Chair during consideration of the report at Committee.

**DAVINA FIORE**  
**Director of Governance and Legal Services**  
**9 November 2017**