



<b>Title</b>	Business Portfolio – Service Review
<b>For further information about this report please contact</b>	Dave Barber Head of Development Services <a href="mailto:dave.barber@warwickdc.gov.uk">dave.barber@warwickdc.gov.uk</a> 01926 456065  Cllr Noel Butler Business Portfolio Holder
<b>Wards of the District directly affected</b>	
<b>Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?</b>	No
<b>Date and meeting when issue was last considered and relevant minute number</b>	NA
<b>Background Papers</b>	NA

<b>Contrary to the policy framework:</b>	No
<b>Contrary to the budgetary framework:</b>	No
<b>Key Decision?</b>	No
<b>Included within the Forward Plan? (If yes include reference number)</b>	No
<b>Equality Impact Assessment Undertaken</b>	No
NA	

<b>Officer/Councillor Approval</b>		
<b>Officer Approval</b>	<b>Date</b>	<b>Name</b>
Chief Executive/Deputy Chief Executive	21/1/19	Chris Elliott
Head of Service		Dave Barber
CMT	21/1/19	Bill Hunt
Section 151 Officer	21/1/19	Mike Snow
Monitoring Officer	21/1/19	Andrew Jones
Finance	21/1/19	Mike Snow
Portfolio Holder(s)		Cllr Noel Butler
<b>Consultation &amp; Community Engagement</b>		
NA		
<b>Final Decision?</b>	NA	
<b>Suggested next steps (if not final decision please set out below)</b>		

## 1. Summary

1.1 This report brings together details of performance relating to the Business Portfolio.

## 2. Recommendation

2.1 That Overview and Scrutiny Committee should review Business Portfolio Performance Report and make observations on it as appropriate.

## 3. Reasons for the Recommendation

3.1 It has been requested by members that performance details of each service/portfolio are reviewed.

3.2 The Portfolio-holder for Business and Head of Development Services are presenting this report on performance to the Overview and Scrutiny Committee. It should be noted, that the report does not cover performance associated with the Development Portfolio, even though much of the work relating to that Portfolio is also the responsibility of Development Services. That portfolio was the subject of an update report in November 2018.

3.3 The annual performance report is available as Appendix B. The 2018/19 Service Area Plan for Development Services is available as Appendix A.

## 4. Policy Framework

### 4.1 Fit for the Future (FFF)

"The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit. To that end amongst other things the FFF Strategy contains several Key projects.

"The FFF Strategy has 3 strands – People, Services and Money and each has an external and internal element to it. The table below illustrates the impact of this proposal if any in relation to the Council's FFF Strategy."

<b>FFF Strands</b>		
<b>People</b>	<b>Services</b>	<b>Money</b>
<b>External</b>		
<b>Health, Homes, Communities</b>	<b>Green, Clean, Safe</b>	<b>Infrastructure, Enterprise, Employment</b>
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/productivity of local economy Increased employment and income levels
<b>Impacts of Proposal</b>		
The Business Portfolio	The Business Portfolio	The Business Portfolio is

plays a key role in supporting the delivery of key projects many of which have important implications for homes, health and communities.	plays a key role in supporting the delivery of key projects many of which have important implications for the quality and appreciation of the public realm.	directly concerned with promoting and supporting a dynamic and diverse economy. All elements of the Portfolio's work are undertaken with this aim in mind including Economic Development, Business Support and Events, Projects and Enterprise.
<b>Internal</b>		
<b>Effective Staff</b>	<b>Maintain or Improve Services</b>	<b>Firm Financial Footing over the Longer Term</b>
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
<b>Impacts of Proposal</b>		
Staff are continually developed using a range of methods including formal courses, in-house training and attendance at seminars, conferences or regional bodies.	The Service Area is continually looking at ways of improving the way services are delivered to customers, through improved working practices and use of ICT.	Development Services ensures that any expenditure achieves the best value for money. It is also responsible for income streams (including the Enterprise Service rental income) which are continually reviewed to ensure income targets are met, and exceeded where possible.

## 4.2 Supporting Strategies

- 4.2.1 The Prosperity Theme of Fit for the Future provides an important framework to shape the work of the Business Portfolio. To build on this the service will shortly embark on work to prepare an economic development strategy in light of updated economic data commissioned from the County Council. The Local Plan is key to the work of Development Services. Its policies are used many times every day to ensure high quality developments, business support and projects are supported.
- 4.2.2 The report also relates to the Medium Term financial strategy and sets out how Development Services is delivering its financial commitments.

## 4.3 Changes to Existing Policies

4.3.1 There are no changes to existing policies as a result of this report.

## **5. Budgetary Framework**

5.1 Annual Budgets for Development Services are set by the Executive on an and budget reports are routinely considered by the Senior Management Team, with quarterly reports issued to the Executive. A separate report providing further details of the Portfolio's Budgets is being presented to Finance and Audit Scrutiny Committee on the 5<sup>th</sup> February 2019

## **6. Risks**

6.1 Risks are managed using the Service Area's Risk Register which is reviewed and updated on a quarterly basis, and is subject to scrutiny by the Finance and Audit Committee on the 5<sup>th</sup> February 2019.

## **7. Alternative Option(s) considered**

7.1 As this report is predominantly for information, at the request of the Overview and Scrutiny Committee, no other options are proposed.