



Please ask for: Matt Berry
Email: mattberry@cannockchasedc.gov.uk

16 September 2026

Dear Councillor,

Responsible Council Scrutiny Committee
6:00pm, Thursday 24 September 2026
Esperance Room, Civic Centre, Cannock

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,

T. Clegg
Chief Executive

To: Councillors:

Mawle, D. (Chair)	
Sutherland, M. (Vice-Chair)	
Bancroft, J.	Fisher, P.
Cecil, D.	Gaye, D.
Cecil, M.	Hunt, A.
Deakin, S.	Lyons, N.
Dunnett, M.	

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members

(i) To declare any interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.

(ii) To receive any Party Whip declarations.

3. Minutes

To approve the Minutes of the meeting held on 29 June 2026 (enclosed).

4. Quarter 1 2026/27 Performance Report

Report of the Head of Business Support and Assurance (Item 4.1 -4.12).

(Documents enclosed are as considered by Cabinet on 20 August 2026)

5. Local Government Reorganisation Update

Update from the Head of Business Support and Assurance.

6. Responsible Council Scrutiny Committee Work Programme 2026-27

Update from the Head of Business Support and Assurance (Item 6.1).

Cannock Chase Council
Minutes of the Meeting of the
Responsible Council Scrutiny Committee
Held on Monday 29 June 2026 at 6:00pm
In the Esperance Room, Civic Centre, Cannock

Part 1

Present:

Councillors

Mawle, D. (Chair)
Sutherland, M. (Vice-Chair)
Cecil, D. Fisher, P.
Cecil, M. Gaye, D.
Deakin, S. Hunt, A.
Dunnett, M. Lyons, N.

1. Apologies

None received.

2. Declarations of Interest of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests or party whip declarations were received.

3. Minutes

Resolved:

That the Minutes of the meetings held on 10 March 2026 be approved.

4. Introduction to the Role of the Responsible Council Scrutiny Committee

The Committee received a presentation from the Head of Business Support and Assurance that covered:

- Support for the committee
- Background
- Purpose of scrutiny and effective scrutiny
- Committee's role and remit
- Work programme and examples of work scrutiny, and
- Undertaking a review.

5. Annual Scrutiny Business Report 2025-26

Consideration was given to the update of the Head of Law and Governance (Item 5.1 -5.4).

The Head of Law and Governance advised that the report set out the work of the Responsible Council Scrutiny Committee for the previous year, and similar reports would be considered by the other two scrutiny committees.

A full copy of the report would be presented to the 8 July full Council meeting if Members were happy that the report presented a fair reflection of the Committee's work for 2025/26.

Resolved:

That the annual report be agreed and submitted to the 8 July 2026 full Council meeting for noting.

6. End of Year Performance Report 2025-26

Consideration was given to the report of the Head of Business Support and Assurance (Item 6.1 – 6.13)

The Head of Business Support and Assurance drew Members' attention to responsible council priority delivery plan (report appendix 1D) in particular those actions marked as behind schedule, with explanations given as to why the slippages had occurred and what was being done to progress those actions.

In response to a query from a Member as to whether the SharePoint file migration could be completed sooner or had to be done in a set timeframe, the Head of Business Support and Assurance advised that the deadline had been set by the team responsible for delivering this action and so could be impacted by other work that may come up, but it had to be completed in readiness for local government reorganisation (LGR).

In respect of the key performance indicators (report appendix 2), the Head of Business Support and Assurance advised that it was a 50/50 split between actions that had achieved or exceed target and those below target. For the actions below target, the explanations as to why were set out in the appendix.

In respect of the corporate assets' targets, the Head of Housing and Corporate Assets further advised that a team leader had been appointed last week which would help with delivery of this work and recruitment would commence next week for an administrative post for this team.

Resolved:

That the end of year 2025/26 performance update be noted.

7. Climate Change Presentation

The Head of Regulatory Services introduced the item, advising that the committee had received an update presentation in December last year on the Council's climate change work, noting that a very pragmatic climate change strategy had been produced as the Council only had a small budget available to deliver this work. The aim was to reduce the Council's carbon footprint where possible and provide advice to residents and businesses on ways to reduce their climate associated costs.

The Principal Climate Change Officer then delivered a presentation which covered:

- Climate change strategy objectives
- 'The Five Pillars'
- 25/26 plans delivered (actions grouped under the Five Pillars)
- Sustainable Cannock (video)
- Looking Ahead to 2026/27 (actions grouped under the Five Pillars)
- Partnership Working.

Members then raised the following queries / comments in respect of the presentation:

1. Had there been any favourite or outstandings savings seen achieved so far?

The Principal Climate Action Officer advised that there had been a range of things seen, including a company reviewing what waste it produced, reducing the use of single-use plastics, looking at using local suppliers, alternative ways of heating buildings, including the use of solar energy, heat pumps or biomass boilers.

The team was particularly focusing at the moment on the tourism, leisure and hospitality sectors as such businesses were struggling with costs and so advice was being provided on how they can reduce their costs and promote their services as being sustainable.

2. What dates were used for setting the baseline emissions data?

The Principal Climate Action Officer advised that the updated data was published in October each year. The data to be published this year was being worked on at the moment and so officers would know by the end of August whether any improvements had been made compared to the year before.

3. Part of the issue of businesses being able to make changes was down to affordability, and it was noted the UK Shared Prosperity Fund (UKSPF) had now stopped.

The Principal Climate Action officer advised that no announcement had been made yet about a replacement for the UKSPF so if anyone was looking for funding support in the meantime then they would be signposted to organisations who could help them. Staffordshire County Council had launched a green loan scheme at either zero or very low interest rates that businesses could apply to.

4. The focus on sustainability was important, and the Council had had a good record so far in securing investment. Once the funds had diminished, what the Council's role be going forward? The Council should be the first call small businesses make when seeking support and there should also be a focus on how we work with the partners listed in the presentation.

The Principal Climate Action Officer advised that some of the UKSPF monies had been used to produce leaflets for distributing to small businesses to signpost them to support available and information published on the Council's website, including the offer of 'green grants'. Following the closure of the UKSPF programme the team had received increased contact from businesses seeking support.

Resolved:

That the presentation and progress update be noted.

(The Principal Climate Action Officer left the meeting at the end of this item.)

8. Responsible Council Scrutiny Committee Work Programme 2026-27

Consideration was given to the report of the Head of Business Support and Assurance (Item 8.1 – 8.15)

The Head of Business Support and Assurance provided an overview of the report, advising that the main item for Members to discuss and agree was the work programme for 2026-27, a draft version of which was included in report appendix 4.

The Committee would continue to receive progress updates on local government reorganisation (LGR) as well as a six-monthly review of additional resources allocated to the Revenues and Benefits collections team, following the review of the service undertaken by the Committee during 2025/26. Additionally, the Committee could also receive a further six-monthly update on the climate change work.

The Chair advised that he had looked at the Cabinet's forward plan to see what items were scheduled for discussion in the coming months but only a couple of items were relevant to this committee's work. It was hoped to know more by mid-July about what would be happening with LGR, so it was difficult to make a decision before then about work programme items.

Members then discussed the merits of holding a separate meeting to discuss work programme items in more detail once the position on LGR was known.

Resolved:

That a one-off task & finish group meeting of the whole committee be held on 27 July to discuss work programme items in readiness for the 24 September committee meeting.

The meeting closed at 7:09pm.

Chair

Quarter 1 Performance Report 2026/27

Committee:	Cabinet
Date of Meeting:	20 August 2026
Report of:	Head of Business Support and Assurance
Portfolio:	Resources and Corporate Services

1 Purpose of Report

- 1.1 To advise Members on the progress of the Priority Delivery Plans and the performance at the end of the first quarter of 2026-27.

2 Recommendations

- 2.1 To note the progress at the end of the first quarter relating to the delivery of the Council's priorities as detailed at Appendices 1a-1d and the key performance information set out at Appendix 2.

Reasons for Recommendations

- 2.2 The performance information allows Cabinet to monitor progress in delivery of the Council's corporate priorities and operational services.

3 Key Issues

- 3.1 The Corporate Plan 2026-28 sets out the Council's priorities and strategic objectives. The plan is supported by Priority Delivery Plans (PDPs) which set out the key projects and actions for delivery each year.
- 3.2 Overall, 87% of the project actions have been delivered. Progress in delivering the PDPs is summarised in section 5 of the report and set out in detail in Appendices 1a to 1d.
- 3.3 With regard to the operational performance of the key services of the Council, 76% of targets have been met or exceeded. Further details can be found in section 5 and in Appendix 2.

4 Relationship to Corporate Priorities

- 4.1 The Annual Delivery Plans set out key strategic and operational projects which support the delivery of the Council's priorities.

5 Report Detail

Background

- 5.1 The Corporate Plan 2026-28 sets out the Council's priorities and strategic objectives. There are four overarching priorities
1. To create a District that thrives.

2. To encourage and support residents to lead healthy, independent and happy lives.
 3. To ensure Cannock Chase is a place that residents are proud to call home.
 4. To be a responsible Council and ensure we deliver good value for money.
- 5.2 The priorities are supported by a number of objectives that set out what the Council is aiming to achieve, how we will deliver these and how we will measure our performance.

Priority Delivery Plans

- 5.3 The Priority Delivery Plans (PDPs) set out in Appendices 1A to 1D to this report are the annual documents that set out how the Council will achieve progress against its strategic objectives; these plans establish the actions and timetable for delivery that are the basis of the Council's performance reporting framework.
- 5.4 Two new projects have been added to the PDPs for 2026/27 and these are:
- Completion of the Ministry of Housing, Communities and Local Government (MHCLG) requirements for Pride in Place Programme, Cannock North; and
 - Explore Community Asset Transfer of the Museum of Cannock Chase
- 5.5 A commentary on performance and a rating for each of the projects/actions set out in the PDPs is given in Appendices 1a-1d. A summary of progress, by rating, is given in the table below.

Table 1: Summary of progress in delivery of key projects for Quarter 1 2026-27

Performance Rating	Action Completed	Work started but behind schedule	Work due but not started	Actions due to end of Quarter 1
Corporate Plan Priority				
Economic Prosperity	5			5
Health and Wellbeing	4	1		5
Community	3			3
Responsible Council	1	1		2
Total	13	2		15

- 5.6 At the end of quarter 1, of the 15 actions planned for delivery in this period:
- 87% have been completed; and
 - 13% are in progress but behind target;

Key Performance Indicators (KPIs)

- 5.7 In addition to the Delivery Plans, performance is also reported against the delivery of key operational services. Key Performance Indicators (KPIs) for these services are set out in Appendix 2 and are summarised in Table 2:

Table 2 - Summary of key performance indicators for Quarter 1 2026-27

Corporate Plan Priority				Total Number of KPIs
	Performance on target or exceeded	Performance < 5% below target	Performance > 5% below target	
Economy Prosperity	4			4
Health & Wellbeing	2		1	3
Community	9	3		12
Responsible Council	4	2		6
Total	19	5	1	25

- 5.8 Of the 25 indicators due to be reported on in quarter 1:
- 76% indicators show performance on or above target; and
 - 24% indicators show performance below target.
- 5.9 It should be noted that further details on the delivery plan and performance relating to the Housing Service are reported separately to Cabinet and the Housing Board.

6 Implications

6.1 Financial

There are no direct financial implications arising from the report. The financial management of the PDPs is standard in accordance with Financial Regulations and any measure to address a performance shortfall as reflected in a PDP report will require compensatory savings to be identified in the current year and be referred to the budget process for additional resources in future years.

6.2 Legal

None.

6.3 Human Resources

None.

6.4 Risk Management

The Council's Strategic Risk Register sets out the risks the Council faces in delivering its priorities.

6.5 Equalities and Diversity

Equality and diversity matters are addressed in individual services areas and by undertaking equality impact assessments for projects and programmes of work where this is necessary and appropriate.

6.6 Health

None.

6.7 Climate Change

None.

7 Appendices

~~Appendix 1a: Economic Prosperity PDP~~

~~Appendix 1b: Health and Wellbeing PDP~~

Appendix 1c: The Community PDP (*Climate Change related actions only*)

Appendix 1d: Responsible Council PDP

Appendix 2: Key Performance Indicators

8 Previous Consideration

None.

9 Background Papers

Corporate Plan 2026-28 - Council 22 April 2026

Contact Officer: Judith Aupers

Telephone Number: 01543 464 411

Ward Interest: All Wards

Report Track: Cabinet: 20/08/26

Key Decision: No

Priority Delivery Plan for 2026-27

Priority 3 – The Community

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Deliver the Climate Change Strategy via our Climate Action Plans (C1)	Review delivery against Action Plan and report to Climate Action Board					Progress reports will be provided to the Board quarterly and the Cabinet every six months	N/A

Priority 4 – Responsible Council

Summary of Progress as at end of Quarter 1

Actions Completed			Total: 1
Ref No	Action		
RC3	Replacement of Revenues & Benefits System – build new system		

Work in progress but behind schedule			Total: 1
Ref No	Action		
RC3	Ongoing development of Customer Relationship Management (CRM) System		

Actions due but not started			Total: 0
Ref No	Action		
-	-		

TOTAL NUMBER OF ACTIONS DUE TO END OF QUARTER 1			Total: 2
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Priority 4 – Responsible Council

Project	Actions and Milestones	Q1	Q2	Q3	Q4	Progress Update	Symbol
Local Government Reorganisation (RC1)	Work with neighbouring Councils to develop and deliver a plan for the transfer of services and the workforce to a new unitary Council.		X				
	Develop a plan for our own preparatory work			X	X		
Delivery of the Governance Improvement Plan (RC2)	Complete delivery of the value for money / governance improvement plan.					Work is ongoing to deliver the actions set out in the improvement plan - this is the subject of a separate report to the Audit & Governance Committee.	N/A
Deliver the digital strategy (RC3)	Development of Artificial Intelligence Policy and Guidance			X			
	Replacement of Revenues & Benefits System						
	• Build new system	X				Build of the new system completed. Testing on schedule to commence in July.	✓
	• Testing new system		X				
	• System go live			X			
	Ongoing development of Customer Relationship Management (CRM) System	X	X	X	X	Currently exploring options re new modules and forms to be developed.	▲

KPIs for Priority 3 – The Community

Summary of Performance as at Quarter 1

KPIs Achieving or Exceeding Target			Total: 0
Ref No	KPI		
KPIs not achieving target < 5%			Total: 2
Ref No	KPI		
C2	Number of engagement activities with businesses		
C3	Number of engagement activities with the community		
KPIs not achieving target >5%			Total: 0
Ref No	KPI		
TOTAL NUMBER OF KPIs DUE TO END OF QUARTER 1			Total: 2

Priority 3 – The Community

Indicator	Year End 25/26	Target 26/27	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 26/27	Rating Symbol	Comments
Climate Change									
% reduction in Council's carbon emissions (C1)								Annual	Annual measure
Number of engagement activities with businesses (C2)	0	40	3						There was a delay in starting this work but it is anticipated that this can be recovered in the following quarters
Number of engagement activities with the community (C3)	0	12	2						There was a delay in starting this work but it is anticipated that this can be recovered in the following quarters

KPIs for Priority 4 - Responsible Council

Summary of Performance as at Quarter 1

KPIs Achieving or Exceeding Target			Total: 4
Ref No	KPI		
RC1	Days taken to process new Housing Benefit and Council Tax Claims (RC1)		
RC2	Days taken to process Housing Benefit and Council Tax change of circumstances (RC2)		
RC5	Average call wait time		
RC8	% of Council Tax collected annually		

KPIs not achieving target < 5%			Total: 2
Ref No	KPI		
RC3	% of calls answered		
RC9	% National non-domestic rates (NNDR) collected		

KPIs not achieving target >5%			Total
Ref No	KPI		
-	-		

TOTAL NUMBER OF KPIs DUE TO END OF QUARTER 1			Total: 6
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Priority 4: Responsible Council

Indicator	Year End 25/26	Target 26/27	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 26/27	Rating Symbol	Comments
Good Customer Experience									
Days taken to process new Housing Benefit and Council Tax Claims (RC1)	16.3	20	7.7					✓	
Days taken to process Housing Benefit and Council Tax change of circumstances (RC2)	2.6	9	5.9					✓	
% of calls answered (RC3)	96.7%	95%	94.6%					⚠	The target was missed by less than 0.5%. This is due to a vacancy
Number of calls answered (RC4)	75,110	N/A	19,485					N/A	This is not a measure but gives context to the performance in call handling
Average call wait time (RC5)	37 seconds	90 seconds	69 seconds					✓	
Number of services (forms) available online (RC6)	N/A	New	76					N/A	This year will set the baseline
Number of online transactions (RC7)	N/A	New	16,882					N/A	This year will set the baseline

Indicator	Year End 25/26	Target 26/27	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year End 26/27	Rating Symbol	Comments
Funding Council Services									
% of Council Tax collected annually (RC8)	96.8%	98% at year end	27.9					✓	
% National non-domestic rates (NNDR) collected (RC9)	97.9	98% at year end	26.3					▲	The first quarter of this year was 0.4% below the same time last year. This appears to be due to increases in business rate bills this year.
Good Governance									
Number of public consultations/engagement exercises undertaken (RC10)		New						Annual	

**Proposed Work Programme for 2026-27 for the
Responsible Council Scrutiny Committee**

Meeting Date	Item
29 June 2026	• Scrutiny Annual Business Report for 2025-26 • End of Year Performance Report for 2025-26 for the Responsible Council PDP • Determine Review Programme for 2026-27
24 September 2026	• Responsible Council PDP – Quarter 1 2026/27 Progress Report (1st April to 30th June 2026) • Local Government Reorganisation Update
14 December 2026	• Responsible Council PDP – Quarter 2 2026/27 Progress Report (1st July to 30th September 2026) • Six-monthly review of additional resources to the Revenues and Benefits Collection Department • Climate Change work update • Local Government Reorganisation update
26 January 2027	This meeting is for consultation on the budget / financial strategy only
15 March 2027	• Responsible Council PDP – Quarter 3 2026/27 Progress Report (1st October to 31st December 2026) • Local Government Reorganisation update