

Business Support and Digital Overview and Scrutiny Committee

23 October 2025

Work Programme

Report from: Wayne Hemingway, Head of Democratic Services

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Summary

This report advises Members of the work programme and allows them to adjust it in the light of latest priorities, issues and circumstances and provides an opportunity to shape and direct the Committee's activities over the year.

1. Recommendations

- 1.1. The Committee is asked to agree the provisional work programme at Appendix 1 to the report.
- 1.2. The Committee is asked to note the work programmes of the other Overview and Scrutiny Committees at Appendix 2 to the report.
- 1.3. The Committee is asked to note the progress made in the establishment of the Medway 2.0 Task Group.

2. Budget and Policy Framework

- 2.1. Each Overview and Scrutiny Committee has the responsibility for setting its own work programme (Chapter 4 – Rules, paragraph 21.1 (xv) General terms of reference).

3. Background

- 3.1. The Committee's provisional work programme is attached at Appendix 1. One of the Committee's functions is to provide guidance and leadership on the development and co-ordination of the scrutiny function for all Overview and Scrutiny Committees. Appendix 2 sets out the work programmes for other Overview and Scrutiny Committees.

4. Agenda Planning Meeting

- 4.1. Members will be aware that Overview and Scrutiny Committees hold agenda planning meetings on a regular basis. An agenda planning meeting took place on 1 October 2025 attended by the Chairperson and Opposition Spokespersons.
- 4.2. At the meeting the following amendments to the work programme were proposed:
 - 4.2.1. To consider the results of the staff survey in January 2026, this would enable officers to develop an action plan in response to the survey and provide updating information as to its progress.

5. Forward Plan

- 5.1. The latest Forward Plan of Cabinet decisions was published on 10 October 2025.
- 5.2. The items that are relevant to the Business Support and Digital O&S Committee are set out below so that Members have an opportunity to identify any further items they wish to consider as pre-decision scrutiny (where dates permit) other than those already programmed.

Title of Decision	Anticipated Decision Date
Capital Budget Monitoring Round 2 2025/26 This report will set out the latest monitoring position.	18 November 2025
Counter Fraud and Corruption Strategy 2025 This report will ask the Cabinet to recommend the proposed Counter Fraud and Corruption Strategy to Full Council for approval.	18 November 2025
Draft Capital and Revenue Budgets 2026/27 Proposals This report will provide details of the initial budget proposals for 2026/27 prior to consideration by the Council's Overview and Scrutiny Committees.	18 November 2025
Local Government Reorganisation and Devolution This report will set out the proposed final submission to Government on Local Government Reorganisation and Devolution, ahead of the submission deadline of 28 November 2025.	18 November 2025
One Medway Council Plan Performance Monitoring and Risk Register Review Quarter 2 2025/26 This report will provide details of performance for Quarter 2 2025/26 against the priorities set out in the One Medway Council Plan and will bring forward the latest risk management review.	18 November 2025
One Medway Financial Improvement and Transformation Plan - Round 2 2026/26	18 November 2025

This report will provide the Cabinet with an update on the development and implementation of the One Medway Financial Improvement and Transformation Plan.	
Revenue Budget Monitoring Round 2 2025/26 This report will set out the latest monitoring position.	18 November 2025
Review of the Hackney Carriage and Private Hire Policy This report will set out details of the pre-consultation report for a review of the Hackney Carriage and Private Hire Policy.	18 November 2025
Provisional Local Government Finance Settlement 2026/27 This report will provide details of the Provisional Local Government Finance Settlement 2026/27.	13 January 2025

6. The Co-ordinating Role of the Business Support and Digital Overview and Scrutiny Committee

- 6.1. This Committee has the overall responsibility to provide guidance and leadership on the development and co-ordination of the scrutiny function for all Overview and Scrutiny committees, including guidance on priorities for scrutiny activities (Constitution, Chapter 4 – Rules – paragraph 22.2 (xxiii)).
- 6.2. To assist the Committee in fulfilling this role, it has been agreed that a regular overview of business discussed by the other Overview and Scrutiny committees should be presented at these meetings. Whilst each Overview and Scrutiny committee is able to determine its own work programme, this Committee may wish to comment on common themes and the balance of business being covered by each Committee.
- 6.3. Medway 2.0 Task Group
- 6.4. The report and recommendations of the Air Quality, Public Transport and Active Travel Task Group have been reported to both the Regeneration, Culture and Environment & Health and Adult Social Care Overview and Scrutiny Committees this month and will be considered by Cabinet on 18 November 2025 for final consideration and approval. The next scheduled task group is Medway 2.0 and Democratic Services have contacted Group Whips to request nominations from respective groups.
- 6.5. As per the decision of the Business Support and Digital Overview and Scrutiny Committee (Minute no. 349/2023) the task group will be set up with a membership of 5 Councillors (3 x Labour and Co-operative, 1 x Conservative and 1 x Independent Group Member).
- 6.6. The Chief Information Officer has prepared the following draft scope for discussion which will be considered at the first meeting of the Task Group.
- 6.7. **Draft Scope and Objectives**
The task group will examine the implementation of Medway 2.0 across key workstreams, including Housing and Homelessness, External/Resident-

Facing Processes, Internal/Back Office Processes, Frontline Services, and Data. The group will consider how these workstreams contribute to the Council's strategic objectives, such as improving access to services, increasing efficiency, and supporting early intervention and prevention. The review will also explore how digital innovation, service design, and data integration are being used to deliver a "single view of the resident" and enable more joined-up, responsive services.

6.8. **Key Lines of Enquiry**

Members may wish to focus their enquiries on the following high-level areas:

- **Service Integration and Resident Experience:** How is Medway 2.0 improving the integration of services to provide a seamless experience for residents, particularly those with complex needs? What early evidence is there of improved outcomes or efficiencies from joined-up working and digital innovation?
- **Digital Transformation and Automation:** To what extent are new digital tools (such as AI-powered chatbots, automated case management, and online self-service) reducing demand on traditional channels, improving access, and delivering savings? How are these tools being adopted by staff and residents, and what lessons are being learned?
- **Data and Insight:** How is the Council progressing with the implementation of a modern data infrastructure and the move towards a single corporate data platform? What are the anticipated benefits for decision-making, performance management, and service improvement? How is data being used to support early intervention and prevention?
- **Financial and Organisational Impact:** What savings and efficiencies are being realised through Medway 2.0, and how are these being tracked and reported? How is the programme supporting the Council's medium- and long-term financial resilience, and what risks or barriers have been identified?

6.9. The Committee is requested to note progress made and will be asked to agree the final scope when the initial discussions of the Task Group have been completed.

6.10. Appendix 2 to this report sets out the current work programmes of the other three Overview and Scrutiny committees.

7. **Informal Meeting of Overview and Scrutiny Chairpersons, Vice Chairpersons and Opposition Spokespersons**

7.1. Informal meetings of Overview and Scrutiny Chairpersons, Vice Chairpersons and Opposition Spokespersons take place on a six-monthly basis, with the next meeting of the group scheduled to take place on Monday 20 October 2025, on MS Teams, shortly before the Business Support and Digital Overview and Scrutiny Committee meeting. In addition, all Members of O&S Committees have received an invitation to a finance briefing scheduled to be held at 6pm on Tuesday 25 November 2025 on MS Teams.

8. Financial, legal and risk management implications

8.1. There are no financial, legal or risk management implications arising from this report.

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Appendices:

Appendix 1 - Business Support and Digital O&S work programme

Appendix 2 - Other O&S Committees' work programmes

Background papers:

None