

## Service Challenge

Each service participates in an annual Service Performance Challenge. To support the discussions, three months before the meeting a service would begin preparation of their paperwork. There are limits placed here on what is submitted to retain focus. Generally a service will produce a Self-Assessment and update their Service Risk Register. Corporately, a performance report on their Service Plan is produced; a comparative performance report; a needs and demands report; and a business performance report. Progress on actions from the last challenge are also included, but these will generally be reported on in the Service Plan Performance Report if they are long-term.

A month before the Challenge all the paperwork is submitted and circulated. Shortly after, the Challenge panel will meet for an hour to agree the Lines of Inquiry – the key discussion areas around which questions can be asked. The panel generally is made up of service Link Members from each scrutiny committee (Communities, Partnerships and Performance); the relevant Cabinet Lead Member(s) and Cabinet Lead Member for Performance; Wales Audit Office Lead Performance Officer (and other regulatory representatives where applicable); all Corporate Directors; and chaired by the Chief Executive. The Leader and Section 151 Officer are also invited. The Head of Service does not attend this meeting.

Once the Lines of Inquiry have been agreed, these are shared with the Head of Service (along with a briefing on some of the questions they might be asked). The paperwork is updated finally and circulated again.

Approximately two weeks later, the Challenge takes place (with the Head of Service present this time), and only actions are recorded. These are circulated to the Head of Service and Chief Executive for approval, then saved within Verto with the papers, and added to the Service Plan for quarterly reporting.

## Service Challenge Programme 2017-18

Service / Function	Paper deadline (1 month before)	“Lines of Inquiry” meeting (2 weeks before)	Meeting papers published (1 week before)	Challenge Meeting
Customers, Communications & Marketing	August 17	Sept 13 12noon – 1.00pm	Sept 18	September 25 1.00pm – 4.00pm
Business Improvement & Modernisation	September 29	October 17 3.00pm – 4.00pm	October 19	October 26 2.00pm – 5.00pm
Planning & Public Protection	October 20	November 14 11.00am – 12.00am	November 16	November 23 9.30am – 12.30pm
Community Support Services	November 17	November 28 3.00pm – 4.00pm	December 6	December 19 2.00pm – 5.00pm
Facilities, Assets & Housing	December 15	January 11 2.00pm – 3.00pm	January 16	January 25 2.00pm – 5.00pm
Education and Children’s Services	January 26	February 13 2.00pm – 3.00pm	February 15	February 22 2.00pm – 5.00pm
Finance	February 22	March 8 2.00pm – 3.00pm	March 15	March 22 2.00pm – 5.00pm
Legal, HR & Democratic Services	March 22	April 10 2.00pm – 3.00pm	April 12	April 19 2.00pm – 5.00pm

**Highways & Environmental Services**

April 27

May 15 2.00pm -  
3.00pm

May 17

May 24 2.00pm -  
5.00pm

For any further information about the programme, please contact the Strategic Planning & Performance team on x6591

Updated 16/08/2017