

SCRUTINY
Consideration of an Item at Scrutiny Committee

Please complete this form to provide information about your proposal for consideration by the Scrutiny Programme Board or request for a review to be undertaken on a topic or issue of concern. You may attach any other supporting information you feel might help the Board in considering your proposal. The Strategic Management Board will be advised of any proposal, to help advise on the timetable and any resource implications.

Please complete the following form which will be presented to the Scrutiny Programme Board (SPB)

Issue to be Considered	<i>Performance and service provided to customers and stakeholders of Stagecoach South West in Exeter</i>
Proposer (s)	<i>Cllr Martyn Snow, Cllr Josie Parkhouse and Cllr Zoe Hughes</i>
Scrutiny Committee (to be determined by the SPB)	
Lead Portfolio Holder	<i>TBC</i>
Identification of Lead Officer	<i>To be completed by SMB</i>

Areas for consideration:

1. What is the specific topic area you want considered/reviewed?

- Current performance standards in Exeter
- Failure to provide timely information to customers.
- Vision of future provision and movements towards EV's and zero net carbon.
- Driver training on general passenger safety and Safety of Women at Night.

<p>2. What are the main issues you feel need to be addressed?</p> <ul style="list-style-type: none"> • Maintaining a high quality 'on time' service. • Accurate information to be made available to Customers and stakeholders. 	
<p>3. Please identify which of the Council's key priorities your topic relates to? (If any)</p> <p>Travel / Active Exeter</p>	
<p>4. What outcome, including timeframe are you aiming to achieve with this consideration/review?</p> <p>A consistent on time passenger service with improved customer communication channels.</p>	
<p>5. Do you consider this review urgent and if so why?</p> <p>Yes Current difficulties on P route and failure to keep passengers updated.</p>	
<p>6. Financial considerations</p>	
<p>✓ 7. Expert witnesses to invite – Peter Wright or equivalent.</p>	
<p>8. Which format of Scrutiny are you proposing?</p> <p>A - Officers written report to be submitted to the Committee. B- A Spotlight Review - where a group of members hold a meeting and gather evidence and make a submission to a Scrutiny Committee . C - A Task and Finish Group - where a group of members hold a series of meetings gathering evidence and make a submission to a Scrutiny Committee.</p>	

Date of Request	16/5/2024
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Please note that the Programme Board will consider the following matters (if relevant) when determining the request. *Please tick any that are appropriate.*-

Potential Criteria for Selecting Topic (NB This is not an exhaustive list)	Please tick
The issue has potential impact on one or more sections of the local population	✓
The issue is strategic and/or significant	✓
Scrutiny of this matter will add value to the Council's and/or its partners' overall performance	✓
The review will lead to effective outcomes	✓
This will improve service outputs	
The issue is of concern to partners and stakeholders	✓
The issue is a key issue for the public (as identified through contact with constituents or meetings of local organisations)	✓
This will be of benefit to the community	✓
Poor performing service (evidenced from performance indicators)	✓
Service/issue ranked as important by the Council's community (via market surveys/annual residents' survey/consultation with tenants, local business community)	✓
High level of user/general public dissatisfaction with service (via market surveys/complaints)	
Public interest issue (e.g. covered by local media)	
High level of budgetary commitment to the service or policy area	
Pattern of budgetary overspends	
Council key priority area	✓
Central Government priority area	

Issue poses significant or potential risk to the Council (can be financial, reputational or other risk)	✓
Issue raised by external auditor	
Issue raised by Council or one of its Committees	
Issue arises from new legislation or Government guidance	
Key reports or new evidence (provided by external organisations on key issue)	

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The following will be used if the Proposal/Topic is rejected	Please tick
The timing of this review is inappropriate	
The review will duplicate other work within the Council or elsewhere	
The issue is already under examination by Council	
The issue is already under examination by an Officer Group and changes are imminent	
Issue being examined as part of a service review	
New legislation/guidance expected within a year	
There is an alternative, more effective, route the Member can take to address the issue	
The issue is outside the scope of the Scrutiny Committee	
The issue would not bring about any sustainable and on-going revenue savings	
The issue does not meet any of the Council's corporate priorities	

Comments from SMB	Transport is not a council responsibility, and we would not have the resources to support this proposal or deliver the required outcome. It is suggested that Devon County Council or Stagecoach are approached with a request to support this work.
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Overall recommendation of Scrutiny Programme Board Please tick relevant box)	Review Supported	Review not supported
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Confirm approval of review by Committee	Yes/No (<i>Delete as appropriate</i>) Customer Focus Scrutiny Committee or Strategic Scrutiny Committee
Date	