

**Cannock Chase Council**  
**Minutes of the Meeting of the**  
**Financially Resilient Council Scrutiny Committee**  
**Held on Tuesday 21 September 2021 at 4:04pm**  
**In the Council Chamber, Civic Centre, Cannock**

**Part 1**

PRESENT: Councillors

Hughes, R.J. (Chairman)

Allen, F.W.C.	Muckley, A.M.
Davis, Mrs. M.A.	Smith, C.D.
Hoare, M.W.A.	Startin, P.D.
Jones, P.G.C.	Sutton, Mrs. H.M.
Kruskonjic, P.	

**7. Apologies**

Apologies for absence were submitted for Councillors G. Adamson (Vice-Chairman), J.B. McMahon, and P.E. Woodhead.

Councillor Mrs. S.M. Cartwright was in attendance as substitute for Councillor Adamson.

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

No other declarations of interests or party whip declarations were received.

**9. Minutes**

The Minutes of the previous meeting held on 23 June 2021 were approved.

*Minute No.6, 23/06/21:* A Member raised on behalf of a fellow member of their Group that it was felt decision (A) did not reflect what was discussed and agreed by Members at that meeting. The Head of Governance and Corporate Services advised she had had an exchange of emails with the Councillor concerned and clarified to the Committee that 4 topics had been put forward for review, 1 of which (review of the Council's response to the Covid-19 pandemic) had already been completed, therefore votes were taken on the remaining 3 topics, and the 2 selected were as shown in the decisions of that meeting.

**10. Quarter 1 2021/22 Performance Update: Financially Resilient Council Priority Delivery Plan**

Consideration was given to the latest performance information (Item 4.1 – 4.12).

The Chairman advised that the sections of the report shaded blue related to the priority areas included in the Council's Corporate Plan 2021-24. The Head of Governance and Corporate Services further advised that 9 strategic objectives had been identified overall, 3 of which related to the remit of this Committee.

The Chairman then drew the Committee's attention to those actions in the report where work had not yet commenced, or where no further activity could take place at the current time.

Under the performance indicators, the Chairman advised that the percentage of calls answered, and the average call wait time had not achieved target due to resourcing and technology issues, with further details of the issues experienced set out on report page 4.12. The Head of Governance and Corporate Services advised that similar performance levels were expected during quarter 2 as the same issues were still in place, as well as the impact of annual leave during the summer months, but it was hoped to see the situation improve during quarter 3.

In respect of the performance indicators for collection rates of Council Tax and National Non-Domestic Rates, the Chairman advised he had asked for previous years comparator data to be included in the report so Members could see if there were likely to be any stresses on residents and businesses in the future, particularly in light of the furlough scheme winding down.

In respect of the confidential report considered by Cabinet in August concerning the review of the Bridges and Boardwalks in the District, a Member raised concern that the report appeared incomplete regarding information for Rawnsley and Cannock Wood, so queried when a second stage report would be produced, and whether all relevant matters would be included. The Head of Governance and Corporate Services replied that she was not familiar with all the detail included in said report but would feedback the concerns to the relevant Head of Service and noted the Member could also raise this matter via the Review of the Council's Assets Task & Finish Group.

The same Member then noted concern and disappointment that the Committee's two task & finish groups had not been setup since the last meeting, as it was hoped the Committee would be able to achieve something of benefit for the Community. The Head of Governance and Corporate Services apologised that the groups had not yet been setup, this was due to having to deal with several matters during the summer. The Review of Hybrid Working Arrangements Task & Finish Group was due to meet straight after today's meeting, and a date for the Review of the Council's Assets Task & Finish Group would be arranged as soon as possible.

## **11. Financially Resilient Council Scrutiny Committee Work Programme 2021-22 Update**

The Head of Governance and Corporate Services reiterated her previous apologies regarding the Task & Finish Groups and clarified that the groups would meet remotely and remain a 4pm start time.

The meeting closed at 4:19 p.m.

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**Chairman**