

CANNOCK CHASE COUNCIL
MINUTES OF THE MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON TUESDAY 12 MARCH 2019 AT 4:00 P.M.
IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK
PART 1

PRESENT:
Councillors

Foley, D. (Chairman)
Sutton, Mrs. H.M. (Vice-Chairman)

Cooper, Miss J. Smith, C.D. (substitute)
Davis, Mrs. M.A. Stretton, Mrs. P.Z.
Johnson, T.B. Sutherland, M.
Lyons, Miss O. Woodhead, P.E.

Also in attendance: Councillor J.T. Kraujalis (invitee as Corporate Improvement Portfolio Leader)

17. Apologies

Apologies for absence were submitted for Councillors Mrs. D. Grice, P.A. Snape and P.D. Startin.

Councillor C.D. Smith was in attendance as substitute for Councillor P.A. Snape.

18. Declarations of Interests 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.

19. Minutes

RESOLVED:

That the Minutes of the meetings held on 13 November 2018 and 21 January 2019 be approved as a correct record and signed.

20. Scrutiny Review – Members’ ICT and Training Requirements

The Committee received a presentation from the Head of Governance and Corporate Services on the work undertaken so far by the Members’ ICT and Training Requirements Task & Finish Group, which covered the following:

- Scope of the Review;
- Members IT;

- Replacement of the Members’ Portal
- IT Induction Training
- IT Needs Survey
- Group Rooms IT facilities
- Members’ Induction Training;
 - Suggested items for inclusion in 2019 Induction Programme
- What next?
 - Outstanding items from the review

In respect of the structure of the induction programme, Members suggested that for future years the core sessions be held in short blocks over one or two days, thereby making it easier for Members to manage their time and attend the sessions.

A Member recommended that provision of IT equipment for all Members should be considered as part of the next phase of the review.

RESOLVED:

It be recommended that the Members’ ICT and Training Requirement review be included in the 2019-20 work programme for the Corporate Scrutiny Committee in order the following aspects of the review be concluded:

- Work on IT training needs;
- Development of ongoing training programme;
- Review of the 2019 Induction programme;
- Information provided to candidates prior to elections;
- Review of the Members’ Handbook;
- Provision of IT equipment for all Members.

21. Quarter 3 2018/19 Corporate Priority Delivery Plan Update

Members considered the latest performance information for the 2018/19 Corporate Priority Delivery Plan (PDP) (Item 5.1 – 5.5 of the Official Minutes of the Council).

The Head of Governance and Corporate Services provided Members with the following updates:

Performance indicators

The decreased use of online forms in quarter three was due to a technological issue that meant the system was temporarily unavailable.

Key Projects

- Develop and implement a Customer Access Strategy and Procurement of a customer portal / CRM system – work on both of these projects was behind schedule due to the delayed procurement of a new telephony system. It was expected that both projects would now be completed in 2019/20.

- Simplify Members' access to committee papers and emails – the new Portal was due to be rolled out to all Members following the May 2019 elections.
- Update the IT Security Policy – it was not expected that work on this project would be completed in late 2018/19 or early 2019/20.

22. Summary of Complaints Received April to December 2018 (Q1, Q2 and Q3)

Consideration was given to the Report of the Managing Director (Item 6.1 – 6.5 of the Official Minutes of the Council) (*presented by the Head of Governance and Corporate Services*).

The Head of Governance and Corporate Services advised that this was the first time such a report had been produced, therefore any feedback Members had on the content/information included would be useful. The total number of complaints received by the Council was small when compared to the amount of customer contact received (as outlined in report paragraph 5.1). No comparative data with other local authorities was available as each council had its own means of dealing with complaints and not all councils delivered the same services. The Chairman asked that it be checked if such data could be compared.

A Member queried if the Complaints Procedure was accessible. The Head of Governance and Corporate Services advised that information was available on the Council's website to make people aware of the policy if they were dissatisfied with service provision.

It was commented that the low number of recorded complaints could be due to Members helping to diffuse potential complaints from being formally reported. The Head of Governance and Corporate Services raised that informal resolution of complaints was always encouraged rather than formal escalation.

Another Member commented that it was not immediately clear on the Council's website as to how complaints should be raised.

The meeting closed at 4:43 p.m.

CHAIRMAN