

Cannock Chase Council
Minutes of the Meeting of the
Financially Resilient Council Scrutiny Committee
Held on Tuesday 7 December 2021 at 6:00pm
In the Council Chamber, Civic Centre, Cannock
Part 1

Present: Councillors

Hughes, R.J. (Chairman)

Allen, F.W.C.	Kruskonjic, P.
Crabtree, S.K. (substitute)	Lyons, N. (substitute)
Jones, P.G.C.	

12. Apologies

Apologies for absence were submitted for Councillors G. Adamson (Vice-Chairman), Mrs. M.A. Davis, M.W.A. Hoare, J.B. McMahon, A.M, Muckley, C.D. Smith, P.D. Startin, Mrs. H.M. Sutton, and P.E. Woodhead.

Councillors Crabtree, and N. Lyons were in attendance as substitute for Councillors Woodhead, and Smith, respectively.

13. 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.

14. Minutes

The Minutes of the previous meeting held on 21 September 2021 were approved.

15. Quarter 2 2021/22 Performance Update

Consideration was given to the latest performance information (Item 4.1 – 4.17).

The Chairman took the Committee through the performance report, drawing attention to those actions where work was in progress but behind schedule and where work had not yet commenced, and for the performance measures, those where targets had been exceeded or were significantly below target.

The Head of Governance and Corporate Services advised that in respect of issues around the percentage of calls answered and call waiting times, work had been carried out to try and improve the situation, including asking contact centre staff to try no more than two or three times to transfer a call before requesting the individual be called back by the relevant officer. The new member of staff had now been fully trained, but it would still take some time for them to build up the required experience etc.

In relation to this issue, a Member queried if use was being made of direct dial numbers. The Head of Governance and Corporate Services advised that this was the case, and a lot of customers were already contacting officers this way. This however did affect call transfers as contact centre would not be aware that the officer was already on another call.

16. Financially Resilient Council Scrutiny Committee Work Programme 2021-22 Update

The Head of Governance and Corporate Services referred to the scoping document for the review of hybrid working arrangements (item 5.1), advising that the task & finish group had held an initial meeting, with the intention for a second meeting to take place early in the new year to progress the review.

The Chairman advised that the scoping document for the review of the Council's assets would be circulated separately for the Committee's information.

The meeting closed at 6:13 p.m.

Chairman