

CANNOCK CHASE COUNCIL
MINUTES OF THE MEETING OF THE
SCRUTINY COMMITTEE
MONDAY, 7 SEPTEMBER 2009 AT 4.00 P.M.
IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK
PART 1

PRESENT: Councillors

Williams, Mrs. P. (Chairman)
Bernard, Mrs. A.F. (Vice-Chairman)

Beddows, J.	Mawle, D.L.
Bernard, J.D.	Mitchell. C.
Davis, Mrs. M.A.	Morgan, C.W.J.
Holder, M.J.	Thomas, D.
Jones, R.	Vacancy

(Apologies for absence were received from Councillors Mrs. D.M. Easton, M.R. Green and Mrs. L.J. Pearce).

18. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members

None

19. Minutes

Councillor Thomas commented that he was disappointed that the performance of the Council's Leisure Services, namely Chase Leisure Centre, Cannock Park Golf Course and the Prince of Wales Theatre, which had been discussed as part of the 2008-09 Performance Report, had not been added to the Scrutiny Committee's work programme.

Councillor Williams advised that the matter fell under the remit of the Audit and Governance Committee, and would be considered as part of its work programme.

RESOLVED:

That the Minutes of the meeting held on 13 July, 2009 be approved as a correct record.

20. Place Survey 2008-09 Analysis Report

Consideration was given to a report of the Chief Executive (Enclosure 4.1 – 4.16 of the

Official Minutes of the Council).

The Chief Executive advised Members of the outcome of the 2008-09 Place Survey analysis. In summary, while satisfaction and perception levels in some areas were equal to or above average, there were also a number of areas where satisfaction and perception levels were below average.

Members discussed the findings at length and expressed concern that the Council's overall position was below average, on National and regional levels, and also compared to statistically similar authorities.

RESOLVED:

- (A) That the results of the 2008-09 Place Survey analysis be noted.
- (B) That the actions being undertaken by Officers in response to the Place Survey results, as stated in Section 3 of the report, be noted.
- (C) That Cabinet be advised of the Scrutiny Committee's concerns in respect of the findings of the Place Survey Report 2008-09.
- (D) That Cabinet be requested to provide feedback on what further actions it proposes in order to improve satisfaction and perception levels within the District.

21. Teenage Pregnancy Update Report

Consideration was given to a report of the Community Partnerships Officer (Enclosure 5.1 – 5.4 of the Official Minutes of the Council).

Members were of the opinion that the report did not address the areas of concern that they had hoped it would, did little to clarify the situation and, in respect of the Action Plan, did not move matters forward significantly.

RESOLVED:

- (A) That consideration of the matter be deferred until the next meeting of the Scrutiny Committee on 7 December, 2009, where a further report that addresses the areas of concern previously highlighted by the Committee be received.
- (B) That the Community Partnerships Officer be invited to attend the next meeting of the Scrutiny Committee to answer any questions raised by Members.

22. Prince of Wales Theatre

The Chairman asked if Members had any specific questions to ask of the Head of Leisure and Major Projects in respect of the Prince of Wales Centre.

There was a general discussion on matters such as the subsidy given to the Prince of Wales, and possible ways of reducing the level of subsidy.

The Head of Leisure and Major Projects explained that the pricing structures, level of subsidy etc was a very complex mix of issues, which varied from show to show, as no two productions were the same.

RESOLVED:

- (A) That any particular concerns of Members should be addressed to the Head of Leisure & Major Projects outside of the meeting.
- (B) That the Head of Leisure and Major Projects prepare a report for the next meeting of the Committee in relation to any particular matters raised by Members.

23. Progress Report on the Performance of the Contact Centre in Dealing with Telephone Enquiries from Members of the Public

The Customer and Administrative Services Manager provided Members with a verbal update in respect of the problems that had been encountered earlier in the year, including an explanation of some of the underlying factors that had contributed to the problems. She also advised Members that things had improved greatly in the past few weeks.

Members were also informed of options for further improvements, such as Interactive Voice Recognition (IVR), and those arising from alternative work patterns and demands, plus potential opportunities arising from Shared Services, such as working from home; peak demand time call divert / overflow to other offices; a more consistent Corporate approach to managing the timing of bulk mailouts etc.

24. Quarter 1 Performance Report

Consideration was given to a report of the Chief Executive (Enclosure 8.1 – 8.11 of the Official Minutes of the Council).

RESOLVED:

- (A) That the performance outturn for Quarter 1 as detailed at Annex 2 and 3 of the report be noted.
- (B) That the financial outturn for Quarter 1 as detailed at Annex 4 of the report be noted;
- (C) That the exception reports (Annex 3 of the report) which detailed the actions taken and actions proposed to be taken by Lead Officers for any action or performance indicator classified as Red or Amber be noted;
- (D) That the Committee would further review and / or scrutinise the performance of the Council and / or its Local Strategic Partners in respect of the data provided for the Quarter 1 report, when Quarter 2 data was available for comparison purposes;
- (E) That, subject to (D) above, the Scrutiny Committee would, in due course, identify relevant indicators to be reviewed / scrutinised and confirm requests for attendance of Council Officers and / or Local Strategic Partners at a future meeting.

- (F) That the Audit & Governance Committee, with the consent of the Chairman of the Audit & Governance Committee, assist the Scrutiny Committee to monitor / performance manage (but not scrutinise) the delivery of the Corporate Improvement PDP, with progress being reported back to the Scrutiny Committee at such times as considered appropriate by the Chairpersons of both Committees.

CHAIRMAN