

CANNOCK CHASE COUNCIL
MINUTES OF THE MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON THURSDAY 18 JULY 2019 AT 4:00 P.M.
IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK

PART 1

PRESENT:
Councillors

Allen, F.W.C. (Chairman)
Hughes, R.J. (Vice-Chairman)

Buttery, M.S.	Newbury, J.A.A.
Davis, Mrs. M.A.	Startin, P.D.
Dunnett, Ms. A.J. (substitute)	Sutherland, M.
Fisher, P.A.	Todd, Mrs. D.M.
Jones, B.	Witton, P.T.
Layton, Mrs. A.	

1. Apologies

Apologies for absence were submitted for Councillor P.E. Woodhead.

Councillor Ms. A.J. Dunnett was in attendance as substitute for Councillor P.E. Woodhead.

2. 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.

3. Minutes

RESOLVED:

That the Minutes of the meeting held on 12 March 2019 be approved as a correct record and signed.

4. End of Year 2018/19 Corporate PDP Performance Update

Consideration was given to the end of year performance information for 2018/19 (Item 4.1 – 4.6 of the Official Minutes of the Council).

The Head of Governance and Corporate Services advised that of the seventeen milestones set in the 2018/19 Corporate Priority Delivery Plan (PDP), seven had been deferred to 2019/20 for completion as further work was required. Testing of

the new telephony system was underway, and installation due to take place soon. Work on the development and implementation of a Customer Access Strategy was due to commence later in 2019. In respect of the performance indicators, the percentage of customer telephone calls answered during quarter 4 was below target due to staff sickness within the contact centre team. The time taken to answer calls was currently being reviewed, and the Committee would be updated on this later in the year. Furthermore, the use of online forms was below target in quarter 4 due to the software system being unavailable for part of the quarter.

5. Summary of Complaints Received April 2018 to March 2019 (Annual Report)

Consideration was given to the Report of the Managing Director (Item 5.1 – 5.6 of the Official Minutes of the Council) (*presented by the Head of Governance and Corporate Services*).

The Head of Governance and Corporate Services advised Members that this was the second complaints report to have been considered by the Committee, and the first annual report. The number of complaints submitted to the Council was extremely low when compared to the overall level of customer contact received. Of the 27 formal complaints submitted, 24 were resolved at stage 1 of the Council's complaints process, two at stage 2 and one at stage 3. Additionally, 17 of those 27 complaints were answered within the target date of ten working days. Following a question from a Member, the Committee were also advised that Officers were looking at how compliments were received and recorded by the Council, and how this information could be reported to Members.

RESOLVED:

That the complaints received by the Council and lessons learnt for the relevant period be noted.

6. Corporate Scrutiny Committee Annual Report 2018/19

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 6.1 – 6.7 of the Official Minutes of the Council).

The Head of Governance and Corporate Services took Members through the key aspects of the report, advising that during the year, the Committee had received updates on progress on actions arising out of the 2016 LGA Peer Review and the Council's financial position, and undertook reviews of the Council's Gender Pay Gap and Members' access to ICT and training requirements. In respect of the second review, the Committee, at its 12 March 2019 meeting, recommended that the review be continued in 2019/20 to undertake further work as outlined in paragraph 5.5 of the report.

RESOLVED:

That the report be noted and submitted to Council 4 September 2019 for information.

7. Corporate Priority Delivery Plan 2019/20

Members received for information the 2019/20 Corporate Priority Delivery Plan (Item 7.1 – 7.3 of the Official Minutes of the Council).

The Head of Governance and Corporate Services advised Members that in respect of the Environmental Services Review, the actions agreed by the Cabinet would be included in the quarters 1 and 2 performance updated that would be reported to the Committee in November 2019. The purpose of the service reviews was to look at how the Council would operate in the future, with a focus on resource alignment to support the corporate priorities, capacity and service delivery.

8. Corporate Scrutiny Committee Work Programme 2019/20

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 8.1 – 8.13 of the Official Minutes of the Council).

A Member suggested that the Committee undertake a ‘deep-dive’ review of the LGA Peer Review Follow-up visit held in July 2019, looking at what the starting point was for the Council following the original review, and where the Council was now after the follow-up visit. The Head of Governance and Corporate Services advised that she would need to discuss this with the Managing Director as the Council had not yet received the final report from the review team.

Another Member then recommended that the Committee continue with the Members’ Access to Information (ICT) and Training Requirements review as suggested by the previous Committee.

RESOLVED:

- (A) That the Corporate Scrutiny Committee work programme for 2019/20 be agreed as follows:

18 July 2019

- End of Year Outturn for the Corporate PDP 2018/19;
- Complaints Annual Report 2018/19;
- Corporate Scrutiny Committee Annual Report 2018/19
- Corporate PDP 2019/20.

19 November 2019

- Corporate PDP progress report April to September 2019 (quarters 1 and 2);
- Complaints update report April to September 2019 (quarters 1 and 2);
- Review topic – Members’ Access to Information (ICT) and Training Requirements.

14 January 2020

- Consultation on the Council’s budget / financial strategy.

10 March 2020

- Corporate PDP progress report October to December 2019 (quarter 3);
- Complaints update report October to December 2019 (quarter 3);
- Review topic – LGA Peer Review Follow-up Visit July 2019.

(B) The membership of the reviews task & finish groups be as follows:

- Members Access to Information (ICT) and Training Requirements – Councillors Frank Allen, Muriel Davis, Paul Fisher, Andrea Layton and Josh Newbury.
- LGA Peer Review Follow-up Visit – Councillors Bryan Jones, Paul Startin, Mike Sutherland and Diane Todd.

The meeting closed at 4:31 p.m.

CHAIRMAN