

CANNOCK CHASE COUNCIL
MINUTES OF THE MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON TUESDAY 26 JUNE 2018 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)

Davis, Mrs. M.A.	Lyons, Miss O.
Dudson, A.	Startin, P.D.
Dudson, Miss M.J.	Sutherland, M.
Johnson, T.B.	Woodhead, P.E.

1. Apologies

Apologies for absence were submitted for Councillors Miss J. Cooper, Mrs D. Grice and P.A. Snape.

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 Customers & Corporate Scrutiny Committee held on 12 March, 2018 be approved as a correct record and signed.

4. End of Year 2017/18 Customers & Corporate Priority Delivery Plan Performance Update

Members considered and noted the latest performance information for the Customers & Corporate Priority Delivery Plan (PDP) 2017/18 (Item 4.1 – 4.4 of the Official Minutes of the Council).

The Head of Governance and Corporate Services advised that the actions ‘Develop and implement a Customer Access Strategy’ and ‘Review of call handling operation between the Contact Centre and Social Alarm Service’ had been deferred until 2018/19 for completion for the reasons given in the update.

5. Customers & Corporate Scrutiny Committee Annual Report 2017/18

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 5.1 – 5.7 of the Official Minutes of the Council).

A Member drew attention to the Committee's request that a review be undertaken after 12 months of the Council's decision to no longer fund Christmas lights in the District as part of the Financial Recovery Process (FRP), and raised disappointment that to date no feedback about it had been received. The Head of Governance and Corporate Services replied that the request had been reported to the relevant Head of Service to consider as part of the wider FRP process review.

Members then raised specific concerns that once a matter had been referred from Scrutiny to Cabinet for consideration, no reports back were received about whether Cabinet agreed with the recommendations and whether any relevant actions had been taken to address the matters raised. In response, Members were advised that the relevant Portfolio Leader could be invited to attend meetings of the Committee to try and address Members' concerns on matters within the Committee's remit. Members were further advised that any issues covered in the Annual Report could be raised when it was submitted to Council on 25 July.

RESOLVED:

That:

- (A) The Customers & Corporate Scrutiny Committee Annual Report 2017/18 be noted, and submitted to Council on 25 July, 2018, for information.
- (B) The issue concerning the review of the withdrawal of Christmas lights funding in the District be referred directly to the appropriate Head of Service and Cabinet Portfolio Leader in order that a formal response provided to the Committee.
- (C) A standing invite be issued to the Corporate Improvement Portfolio Leader to attend future meetings of the Corporate Scrutiny Committee.

6. Corporate Priority Delivery Plan and Peer Review Update

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 6.1 – 6.11 of the Official Minutes of the Council).

The Head of Governance and Corporate Services advised Members that separate from the Council's Priorities agreed as part of the Corporate Plan 2018-23, a new Corporate Priority Delivery Plan (PDP) had been produced to capture into one document a number of corporate issues which needed to be addressed over the coming years.

A new performance indicator had been included in the PDP for payments made by direct debit (DD). As this was a new indicator, a baseline figure would need to be set and it was aimed to see the number of such payments made increase

during each quarter of 2018/19. Members were then given an overview of the key actions contained within the PDP.

A Member queried why the performance targets for telephone and e-payments had not been set at a higher level for 2018/19 compared to 2017/18. The Head of Governance and Corporate Services replied that the intention was to decrease over time the number of such payments made by increasing the number of DD transactions as this was a more efficient and cost-effective method to use.

The Head of Governance then took Members through the Peer Review progress report, drawing particular attention to those actions where further work was still required.

In respect of the action on 'decision making', Members commented that training for members of all Scrutiny Committees should be mandatory to ensure that they had the appropriate knowledge and understanding to carry out their scrutiny roles. The Head of Governance and Corporate Services replied that this matter had been raised previously, and from recollection, the advice received at the time from the Monitoring Officer was that such training could not be made mandatory as the Scrutiny Committees had no regulatory / quasi-judicial powers. The matter could however be discussed with the Monitoring Officer again if the Committee so wished.

RESOLVED:

That

- (A) The Corporate Priority Delivery Plan 2018/19 be noted.
- (B) The progress made in addressing the Peer Review recommendations be noted.
- (C) Training for all members of the Scrutiny Committees be made mandatory.

7. Corporate Scrutiny Committee Work Programme 2018/19

Consideration was given to the Report of the Head of Governance and Corporate Services (Item 7.1 – 7.13 of the Official Minutes of the Council).

The Chairman outlined to Members the draft work programme for 2018/19 and sought their views on any additional items for inclusion. The following items were raised for consideration:

- Members' Access to Electronic Information;
- Employee Survey / Gender Pay Gap / Workforce Strategy;
- Review of the Council's 'back office' services;
- Corporate Communications review;

It was also requested that the Committee receive a copy of the Forward Plan to allow Members to review items planned for future meetings of Cabinet that the

Committee may wish to look at in more detail. Members were advised that the Forward Plan only covered a two-month rolling basis, but the latest version of the Plan was always available to view on the Council's website.

RESOLVED:

(A) That the following items be agreed for inclusion on the Corporate Scrutiny Committee's work programme for 2018/19:

- End of Year Outturn for the 2017-18 Customers & Corporate PDP.
- Customers & Corporate Scrutiny Committee 2017-18 Annual Report.
- Corporate PDP 2018-19 and Peer Review progress update.
- Corporate PDP 2018-19 performance updates.
- Corporate Complaints reporting.

(B) That the following be proposed as areas for review by the Committee:

- Members' Access to Electronic Information – Task & Finish Group to be comprised of the following – Councillors Mrs M.A. Davis, D. Foley, Mrs. H.M. Sutton, P.A. Snape and P.E. Woodhead;
- Corporate Communications;
- Employee Survey / Gender Pay Gap / Workforce Strategy;
- Technology Strategy and its impact upon the Council's 'back office' services.

The meeting closed at 5:10 p.m.

CHAIRMAN