

OVERVIEW AND SCRUTINY COMMITTEE

22<sup>nd</sup> OCTOBER 2014

**PRESENT:-**

**CONSERVATIVE GROUP**

Councillor Mrs Plenderleith (Chairman), Councillor Atkin (Vice-Chairman), Mrs Hood and Councillor Mrs Patten

**LABOUR GROUP**

Councillor Bambrick, Councillor Mrs Heath, and Councillor Mrs Mead

OS/14 **APOLOGIES**

Apologies for absence were received from Councillor Pearson.

OS/15 **MINUTES**

The minutes of the meeting held on 25<sup>th</sup> June 2014 were agreed as a true record.

OS/16 **DECLARATIONS OF INTEREST ARISING FROM ITEMS ON AGENDA**

None received.

OS/17 **QUESTIONS RECEIVED BY MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO. 10**

None received.

OS/18 **QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

None received.

OS/19 **PROGRESS REPORT ON NHS DENTAL SERVICE PROVISION (Verbal report by Councillor Mrs Patten)**

Councillor Mrs Patten reported that only a small number of responses have been received from the survey published on the website and via Twitter. She said he has publicised it as much as she can and is now planning to go out and talk to members of the public face to face. Date of closure for the survey is likely to be the end of November and she asked for members of the committee to pass details of the survey on to colleagues to help publicise it further.

Director of Finance & Corporate Services advised that a press release was issued but there was no take-up with the media to report on the subject.

Councillor Pattern suggested having the survey printed out and put in Councillors pigeon holes.

It was agreed to bring the verbal report back to December's meeting when a further update can be made.

OS/20 **FINANCE AND GOVERNANCE TRAINING SESSION UPDATE (Verbal explanation by Director of Finance and Corporate Services)**

The Audit Sub-Committee requested some up to date training which is taking place in November and opened it up to all members who wish to attend. The purpose of the training is to find out what the Audit Sub-Committee do and what internal and external audit do. Training will be delivered by the Audit Manager from Derby City Council. Around a dozen members have put their names forward so far.

OS/21 **DRAFT SCOPING DOCUMENT – CUSTOMER SERVICES AND PAYMENT FACILITIES AT THE CIVIC OFFICES (Additional item brought to the meeting by Director of Finance & Corporate Services)**

Director of Finance & Corporate Services advised on a report he put forward for consideration by the Finance and Management Committee on 16<sup>th</sup> October 2014, regarding the introduction of cash machines in the Civic Offices, for people paying bills. The report also considered the more fundamental issue of current payment facilities being withdrawn, together with the need to provide a better experience for people contacting the Council and visiting the offices with queries and looking for information.

The Finance Committee agreed that the issue of payment facilities should be reviewed by the Overview and Scrutiny Committee and that this should be part

of a wider review of Customer Services given the increasing demand from people contacting the Council.

Director of Finance & Corporate Services reported on the increase of number of transactions made by Customer Services over the last few years.

The Chair said she would be happy to take a lead on the matter and Councillor Mrs Mead said she would be happy to assist and come in to the Civic Offices to monitor customer services to undertake a service review.

**RESOLVED:-**

**That the Chair and Councillor Mrs Mead undertake a service review at the Civic Offices and verbally report back to the December meeting with a view to reporting back to the Finance Committee before its meeting on 15<sup>th</sup> April 2015.**

**RESOLVED:-**

**That the Director of Finance & Corporate Services liaise with Angie Lees to contact the Chair to organise the service review being undertaken.**

The Chair confirmed the acceptance of the draft Scoping document.

OS/22 **WORK PROGRAMME**

The Chair requested a discussion on the issue of Church Cemeteries for December's meeting. The Director of Finance & Corporate Services said he would ask Malcolm Roseburgh to attend and update the committee.

MRS. A. PLENDERLEITH

CHAIRMAN

The meeting terminated at 6:40pm

Request by Chair to put the work programme sheet at end of agenda.