

OVERVIEW AND SCRUTINY COMMITTEE

29th November 2017

PRESENT:-

Conservative Group

Councillor Swann (Chairman) and Councillor Mrs Patten

Labour Group

Councillor Bambrick

OS/30 **APOLOGIES**

Apologies were received from Councillors Billings, Mrs Coe (Conservative Group), Dr Pearson and Mrs Stuart (Labour Group)

OS/31 **MINUTES**

The Open Minutes of the Meeting held on 18th October 2017 were taken as read, approved as a true record and signed by the Chairman.

OS/32 **DECLARATIONS OF INTEREST ARISING FROM ITEMS ON AGENDA**

The Committee was informed that no declarations had been received.

OS/33 **QUESTIONS RECEIVED BY MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO. 10**

The Committee were informed that no questions from members of the Public had been received.

OS/34 **QUESTIONS RECEIVED BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO. 11**

The Committee were informed that no questions from Members of the Council had been received.

OS/35 **REVIEW OF APPROACH TO CUSTOMER SERVICES / ENGAGEMENT**

The Director of Finance and Corporate Services outlined provision in this area, in terms of the Customer Service Code of Practice and Standards guidance notes and the relevant training course details, adding that the Housing Department had most recently completed the training.

The Chairman expressed his view that customer service standards should be embedded in all staff, especially at management level. Councillor Bambrick queried whether the Council conducted any mystery shopper exercises, the Director confirming that the Council did, particularly in Housing. Councillor Mrs Patten referred to the content of some standard letters and the need for a common approach across the Council. The Chairman considered it may be beneficial to conduct a training needs exercise in this area to determine what may be required.

The Director felt this may be a matter for the Corporate Management Team to review initially, to determine the requirements and to explore if the training course, currently a one day session, could be shortened. It was also noted that it is a common requirement of job specifications for posts that deal with the public, to have customer service experience in accordance with the Council's Competency Framework.

RESOLVED:-

Members noted the information provided and agreed that the review process continue.

OS/36 **REVIEW OF AREA FORUMS / SAFER NEIGHBOURHOOD MEETINGS**

The Director of Finance and Corporate Services provided a verbal update regarding this matter, reporting that the Chief Executive and Communities Manager were progressing the matter, aiming to submit a report to the January 2018 Council Meeting recommending that the Area Forum and Safer Neighbourhood meetings be combined with a more structured joint agenda.

The Chairman, whilst welcoming this development, felt that there may be a need to more strictly time-manage the meetings and speculated that a switch to the new format in the next municipal year, 2018/19, would be most opportune.

RESOLVED:-

Members noted the update information provided.

OS/37 **COMMITTEE WORK PROGRAMME 2017/18**

A request was made for a scoping document to be completed relating to the topic, Recreation Facilities in Rural Villages (Section 106 contributions), scheduled for the 17th January 2018 meeting.

It was also agreed that the Planning Services Manager provide a report, to the same meeting, on the current situation regarding Section 106 health allocations.

It was further proposed that the Committee report back on its visits to other council's, in relation to their grounds maintenance / street scene / waste services provision, at the 8th February 2018 meeting.

The topic, Review of Member Training, was also allocated to the 8th February 2018 meeting.

As a separate Member Working Group had been closely involved in the introduction of the new depot, it was agreed that this topic be removed from the Committee Work Programme.

RESOLVED:-

Members considered and approved the updated work programme.

OS/38 **LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

RESOLVED:-

That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it would be likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.

EXEMPT QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER COUNCIL PROCEDURE RULE NO 11

The Committee were informed that no exempt questions from Members of the Council had been received.

The Meeting terminated at 6.35pm.

COUNCILLOR S SWANN

CHAIRMAN