

CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

MINUTES OF MEETING

Tuesday 22nd June 2021

PRESENT: Councillor Holly (Chair); Councillors Anstee, O'Neill, Faisal Rana, Robinson and Wraighte

OFFICERS: N. Thornton (Director of Resources), J. Rooney (Assistant Director – Neighbourhoods, Information, Customers and Communities), A. Jan and V. Clarke (Neighbourhoods Directorate), S. Smith, S. Knowles and A. James (Resources Directorate)

1 APOLOGIES

Apologies for absence were received from Councillor Brett, Councillor Joinson, Councillor Nolan and Councillor Donna Williams.

2 DECLARATIONS OF INTEREST

There were no declarations of interest.

3 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

4 MINUTES

Resolved:

1. That the Minutes of the meeting of the Corporate Overview and Scrutiny Committee held on 25th March 2021 be approved as a correct record.
2. That the Actions List arising from the meeting of the Corporate Overview and Scrutiny Committee held on 25th March 2021 be noted.

5 CORPORATE OVERVIEW AN SCRUTINY COMMITTEE WORK PROGRAMME 2021/2022

Following on from the Work Programme Planning Session held on 27th May 2021, Members considered the Committee's Work Programme for 2021/2022, which outlined the programme of reports to be presented during the 2021/2022 municipal year.

Resolved:

1. The Committee's Work Programme 2021/2022 be noted.

6 RESOURCES AND NEIGHBOURHOODS DIRECTORATE PLANS 2020-21: QUARTER 4 PERFORMANCE UPDATE

The Committee scrutinised a joint report of the Director of Resources and the Director of Neighbourhoods which provided an update on progress at the end of Quarter 4 (1st January – 31st March 2021) towards achievement of the targets contained in the Resources Directorate Plan 2020-21 and Neighbourhoods (Corporate Support) Directorate Plan 2020-21.

Discussion took place about the impact of Covid on Directorates and the ability to deliver the targets that had been set and staff throughout the Council were praised for all their efforts throughout the pandemic.

It was agreed that the strategic plan dealing with the ongoing and future impact of Covid, be presented to a future meeting of the Committee.

Resolved:

1. That the Resources and Neighbourhoods Directorate Plans 2020/2021 - Quarter 4 (1st January – 31st March 2021) be noted;
2. That the strategic plan dealing with the ongoing and future impact of Covid, be presented to a future meeting of the Committee;

7 CUSTOMER CONTACT CENTRE

The Committee received a presentation on the Council's Customer Contact Centre from the Assistant Director (Information, Customers and Communities) and the Transformation Project Manager.

The presentation highlighted current usage of the Contact Centre and how this had been utilised during the ongoing Covid pandemic and also outlined future development plans.

Members of the Committee were invited to visit the Contact Centre to observe how it operated in practice.

In response to some of the questions and comments raised by members of the Committee, the Transformation Project Manager advised that:

- Statistics were obtained of number of repeat calls, first time calls that resolved a customer issue and abandoned calls;
- There was an trial being implemented relating to fly tipping and the end to end customer experience;
- There were staff who were able to converse in a number of community languages to assist customers;
- In relation to home working, there was support in place for staff in the form of regular team meetings and briefings where any issues could be raised;

Resolved:

1. That the presentation on the Customer Contact Centre be noted.

8 ROCHDALE BOROUGH LIBRARIES STRATEGY

The Committee received a presentation on the Rochdale Borough Libraries Strategy from the Assistant Director Assistant Director (Information, Customers and Communities) and the Libraries and Customer Services Manager.

The presentation outlined how libraries had adapted and changed to support residents during the ongoing Covid pandemic.

Members noted the importance and significance of libraries to local residents and welcomed the offer of further updates as the libraries offer and strategy further developed.

The Committee were advised that the Borough Libraries Strategy would be refreshed in March 2022 and the Committee would be part of the process.

Resolved:

1. That the presentation on the Rochdale Borough Libraries Strategy be noted.

9 FINAL OUTTURN REPORT 2020/21

The Committee scrutinised the report of the Chief Finance Officer which advised of the Council's Final Outturn position for 2020/2021.

Members of the Committee asked questions relating to specific elements of the submitted report that were answered by the Deputy Chief Finance Officer and the Head of Internal Audit.

Resolved:

1. That the Council's Final Outturn position for 2020/2021 be noted.