

CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

MINUTES OF MEETING Tuesday, 18th July 2017

PRESENT: Councillor Robert Clegg (Chair); Councillors Sultan Ali, Meredith, Robinson, and Zaheer. Substitute Members: Councillor Cocks, Sullivan and O'Neill.

OFFICERS: D Wilcock (Interim Director of Resources), R Barker (Head of Workforce and Organisational Development), V Bradshaw (Assistant Director - Finance), K Mackenzie, M Jones, J Osbourne and S Shahid (Resources Directorate) J Rooney (Assistant Director - Information, Customers & Communities), N Holder, J Jones (Neighbourhoods Directorate) and Peter Gregory (Economy Directorate).

ALSO IN ATTENDANCE: Councillor Brett (Deputy Leader & Cabinet Member for Corporate & Resources).

APOLOGIES FOR ABSENCE: Councillors Holly, O'Rourke, Rush and Zaman.

DECLARATIONS OF INTEREST

14 There were no declarations of interest.

URGENT ITEMS OF BUSINESS

15 There were no urgent items of business.

ITEMS FOR EXCLUSION OF PUBLIC AND PRESS

16 There were no items that required the exclusion of the press and public.

MINUTES

17 **DECISION:** That the minutes of the meeting of the Corporate Overview and Scrutiny Committee held on 14th June 2017 be approved as a correct record and signed by the Chair.

DIRECTORATE PLANS

18 The Committee assessed a progress update for the Corporate Plan 2016/2019, Place Plan 2016/2021, Directorate Plan 2017/2018 as well as the Neighbourhoods Directorate Plan 2017/2018 to identify areas for inclusion onto the Corporate Overview and Scrutiny's Committee's Work Programme for 2017/2018.

DECISION: The updates be noted.

CONTACT CENTRE PRESENTATION - AGYLISYS KPI UPDATE

19 **CONTACT CENTRE PRESENTATION - AGYLISYS KPI UPDATE**

The Committee received a presentation from the Contact Centre Manager and the Senior Customer Access Manager regarding the contact centre and Agylisys KPI update. Members were advised of:

- The key highlights for January – June 2017;
- Key performance Indicators;
- Feedback from services and
- Priorities during July- December 2017.

DECISION: The presentation be noted.

4TH QUARTER PERFORMANCE MONITORING 2016/17- CORPORATE COMPLAINTS

20 The Committee scrutinised a report of the Acting Director of Resources which provided Members with a summary of corporate complaints and compliments received during the fourth quarter of 2016/2017.

It was reported that there had been a reduction in the overall number of complaints received during 2016/2017 and the number of complaints received in the fourth quarter of 2016/2017 was considerably lower than corresponding period in 2015/2016. . This was due to the establishment of a 'Waste Strategy' and the introduction of the weekly food waste and alternate recycling collections during the third quarter of 2015/2016. Members were advised that there had been a marked initial increase in complaints but that the number of complaints received had continued to decrease throughout 2016/2017 as the process became established.

DECISION: The report be noted.

4TH QUARTER PERFORMANCE MONITORING 2016/17- HEALTH RELATED ABSENCE REPORTING

21 The Committee scrutinised a report of the Acting Director of Resources which provided the fourth quarter and year-end health related absence figures to Members of the Corporate Overview and Scrutiny Committee with an assessment against Directorate and Corporate targets.

The fourth quarter health related absence figures, indicated that the overall level for the Authority was 2.46 days per FTE, of which 1.39 days (56%) were due to long term sickness absence. The days lost for the same period in 2015/16 was 2.53 days per FTE of which 1.45 days (57.3%) were due to long term sickness absence.

The year-end absence figures indicated that the overall level of days lost for the Council was 8.33 days per FTE compared with 7.62 days per FTE for 2015/16. Of the 8.33 days lost per FTE, 5.25 (63%) were lost to long term absence, and 3.07 (37%) to short term absence. This was similar to the breakdown of days lost in 2015/16 where 4.59 days per FTE (60%) were long to long term absence, and 3.03 days (40%) to short term absence.

The Committee discussed the establishment of a Member's Scrutiny Study Group to examine the Council's Health Related Absence Policies and agreed that the clerk contact Members to request nominations and arrange a meeting to evaluate and scope the project.

**DECISION: (1) The report be noted;
(2) The Clerk be requested to seek nominations for the proposed Health Related Absence Policy Study Group and arrange a meeting to evaluate and scope the project.**

REVENUE AND BENEFITS - PRESENTATION

22 The Committee received a presentation and scrutinised a report which highlighted the key priorities, challenges and changes within the Revenues and Benefits Service. Members were provided with an update in relation to the following:

- The scope of the Revenues and Benefits service;
- Key service priorities, challenges and changes;
- Discretionary business rates/discounts and
- 2017 budget business rate changes.

In scrutinising the information contained in the presentation and report, the Chair requested that any future decisions made at the discretion of the Chief Executive and Leader in respect of the business related reliefs be reported to Corporate Overview and Scrutiny Committee.

**DECISION: (1) The presentation and report be noted;
(2) The Head of Revenues and Benefits feedback any future decisions made at the discretion of the Chief Executive and Leader in respect of the business related reliefs.**

BUDGET 2018/19 TO 2020/21 GUIDELINES, TIMETABLE AND PUBLIC ENGAGEMENT - PRESENTATION

23 The Committee scrutinised a presentation and a report of the Acting Director of Resources that had sought and received approval from the Cabinet, at its meeting on 27th June 2017 of the budget guidelines and timetable to be used in preparing the detailed 2018/19 budget and provisional budgets for 2019/2020 and 2019/2021.

The Committee were advised that the Council is legally obliged to set a balanced budget and the report established the planning process for the budget and detailed the assumptions used in the preparation of the budget to ensure they are agreed, reasonable and consistently applied by all services.

The budget forecast had been based on a number of assumptions, known levels of expenditure and anticipated levels of resources. Final confirmation of these assumptions was not expected to be finalised until November/December 2016.

DECISION: The presentation and report be noted.

CYBER SECURITY - PRESENTATION

24 The Committee received a presentation from the Senior Systems and Network Engineer detailing the Council's Cyber Security Strategy. Members were advised of:

- The motivations for cyber-attacks;
- The most common threat - phishing;
- The occurrence of cyber-attacks globally;
- Cyber-attack trends since 2005;
- The measures in place to protect the Council;
- Threats faced in 2017;
- How well vulnerabilities were managed;
- The WannaCry timeline and
- How well the Council rated and compared to other organisations.

DECISION: The presentation be noted.

ASSET STRATEGY - PROGRESS REPORT 2016/17

25 The Committee scrutinised a report of the Director of Planning and Development which provided the Committee with an update in relation to the implementation of the Council's Asset Strategy 2016/2019.

DECISION: The progress regarding the implementation of the Asset Strategy Action Plan and the results against Key Performance Indicators be noted.

WORK PROGRAMME

26 Members of the Committee considered the Corporate Overview and Scrutiny Committee's Work Programme for 2017/2018.

DECISION: – That the Corporate Overview and Scrutiny Work Programme 2017/2018 be noted.