

ORGANISATION SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON 17 JUNE 2015

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ORGANISATION SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON 17 JUNE 2015

Present:

Councillor B Wright Chair
Councillor T Mansbridge Vice-Chair

Councillor A Dale
“ B Ridgway

Councillor R Welton

Also Present

Paul Hackett – Executive Director – Transformation **for Min No 96**

Lee Hickin – Assistant Director – Leisure **for Min No 96**

Liz Ball – Business Development Manager **for Min No 97**

Sue Broadhead – Overview and Scrutiny Manager

Sarah Cottam – Governance Officer

92 Apologies for Absence

Apologies for absence were received from Councillors S Peters and J Windle.

93 Declarations of Interest

Members were requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

No declarations of interest were received at this meeting.

94 Remit of the Committee

The Committee considered a presentation from Sue Broadhead, Overview and Scrutiny Manager concerning the Terms of Reference for the Committee and for setting the scene of how the Committee operated.

The presentation was aimed at helping new and existing understand what their role on Scrutiny entailed. Areas covered were:-

- What Scrutiny is;
- What it is not;
- What makes for effective scrutiny?;
- Ways of working;
- The main methods of undertaking reviews;
- How an in-depth or spotlight review was undertaken?;
- Examples of previous reviews;

- Committee work examples;
- New Scrutiny Committee arrangements.

The Committee was advised that the new Scrutiny Committee arrangements had been re-aligned to fit with the authority's new Corporate Plan.

The Committee was reminded of the importance of Scrutiny adding value, the Centre for Public Scrutiny (CFPS) believes that good scrutiny:-

- Provides critical friend challenge to executive policy makers and decision makers;
- Drives improvement in Public Services;
- Enables the voice and concerns of the public and its communities;
- Is carried out by independent minded governors who lead and own the scrutiny process.

RESOLVED – That the Organisation Scrutiny Committee noted the presentation on the remit of the Committee.

(Overview and Scrutiny Manager)

95 Draft Work Programme

The Committee considered the draft Work Programme of the Organisation Scrutiny Committee 2015/16 which set out the items that the Committee would consider over the forthcoming year.

The Overview and Scrutiny Manager advised the Committee that any issues within its remit could be added to the Work Programme in consultation with the Chair. A suggestion that had been made earlier in the Growth Scrutiny Committee on 16 June 2015 – on the Council forming a positive relationship with the media and using the media in a useful way, was approved by the Chair of this Committee and would be added to the Work Programme for 2015/16.

RESOLVED – That

- (1) forming a positive relationship with the media and using the media in a useful way be added to the Committee's Work Programme 2015-16.
- (2) the Organisation Scrutiny Committee's draft Work Programme 2015-16 be noted.

96 Transformation Programme

The Committee considered the progress of the Transformation Programme to-date. Paul Hackett, Executive Director – Transformation, and Lee Hickin, Assistant Director – Leisure attended the meeting to update Members and answer any questions.

The Committee were advised that the authority had four new corporate aims which would focus on:-

- Unlocking our growth potential;
- Providing our customers with excellent service;
- Supporting our communities to be healthier, safer, cleaner and greener;
- Transforming our organisation.

Difficult decisions regarding services was inevitable, but the Council had a five year plan to achieve savings and the income growth required to sustainably deliver current services, protect services for the future, minimise the impact on services and compulsory redundancies and to minimise the impact on employee terms and conditions.

The Director advised the Committee that to date the Strategic Alliance had an excellent record of achievement with only four senior management redundancies over both Authorities, no major cuts to services and limited impact on terms and conditions.

The Executive Director – Transformation advised the Committee that the programme had no end date and should always be looking to innovate.

Throughout the programme it had been hard to engage with certain services, but others had been seen as exemplary, leisure had made huge savings and had a projected additional income of £50,000 for 2015-16.

The Assistant Director – Leisure updated Members on how the leisure service had been transforming since 2012:-

- Staff had been trained to deal with the retention of members at its centres;
- Merchandising – on-line sales of swimwear and equipment from which the Council would receive a percentage of all sales;
- Building relationships with swimming clubs;
- More structure to swimming lessons – charge for swim badges;
- Corporate Membership launches;
- On-line bookings for gym sessions and swim lessons;
- Invest to save – refurbish sports centres;
- In discussions with the NHS regarding joint working on offering rehabilitation services;

The Chair of the Committee voiced concerns that the leisure centres may become too exclusive and the need to keep them affordable for local residents.

The Executive Director – Transformation assured Members that it was not the Council's intention to make leisure centres exclusive, the pricing model had not been altered but it had to remain competitive to compete with the private sector.

The Assistant Director – Leisure advised Members that their main target audience was primarily local families, but they would also want to target people for membership who had the money to spend.

Talks were currently taking place to introduce a 365 membership for the entire family, which would cost £365 for the year (£1 per day) and created a large saving for families.

The £365 could be paid up front or through a payment plan over the year.

Leisure were currently still looking into the possibilities of introducing the 365 membership.

The Chair, on behalf of the Committee thanked the Executive Director – Transformation and the Assistant Director – Leisure for attending the meeting.

RESOLVED – That the progress update on the Transformation Programme be noted.

97 Business Development

The Committee considered an update on the progress of the business development projects taking place in the Council.

Liz Ball, Business Development Manager attended the meeting to update Members and answer any questions.

Suggestions were sought from members of staff on which systems in the Council could be improved by the Business Development/Transformation Scheme. A prize of an Ipad was offered for the best suggestion.

Projects currently underway:-

- The CIS system at the Contact Centres – formally known as CRM;
- Waste Management System that Bolsover share with North East Derbyshire;
- Committee Management System – formerly an e-agenda system at Bolsover and a manual process at North East Derbyshire, both were found not fit for purpose, the new system was due to be launched shortly;
- Compliments, comments and complaints system – this had been created at Bolsover.

The Business Development Manager gave a step by step run through of the SELF system which allowed the public to report problems on line through the website.

The system gave the customer the option to register an account so that it could be logged into in the future to see what stage their complaint was at.

The Business Development Manager agreed with the committee that it would be useful if she could be involved in projects from the start, and would welcome departments approaching her in the first instance when thinking of

improving a particular service to find out if the Business Development Team could assist.

The Chair, on behalf of the Committee thanked the Business Development Manager for attending the meeting.

RESOLVED – That the update on the Business Development Projects was noted.

98 Selection of Scrutiny Review Topic

The Overview and Scrutiny Manager had contacted a number of stakeholders including Scrutiny Members and Officers requesting ideas for potential review topics in 2015-16. The Committee was advised that any of the Council services within its remit could be reviewed. The Committee discussed the various services in order to identify a suitable topic that could add value. The following observations were made:-

- Many of the services had already been through a review process and the Committee did not wish to duplicate work;
- Revenue and Benefits were currently subject to transformation;
- Human Resources, Policies and Procedures;
- Special Purpose Vehicle;
- Performance related pay.

The Committee discussed at length the ideas put forward. It was **AGREED** by all Members that **Human Resources** was the preferred review area. The exact area to be discussed would be part of the scoping process.

The Overview and Scrutiny Manager advised the Committee that a scoping meeting would need to take place between herself, the Chair and Vice-Chair of the Committee and the Lead Officer of the service to discuss the specific area for review and to produce a project plan.

RESOLVED – That the Organisation Scrutiny Committee would undertake a Scrutiny Review into **Human Resources** in 2015-16, pending the outcome of the scoping meeting between the Overview and Scrutiny Manager, the Chair and Vice-Chair of the Committee and the Lead Officer of that service.

99 List of Key Decisions – Issue No 35

The Committee considered Issue No 35 of the List of Key Decisions which set out the major decisions being taken over the next few months.

RESOLVED – That the List of Key Decisions – Issue No 35 be noted.

100 Additional Urgent Items

There were no additional urgent items to be discussed at the meeting.

101 Date of Next Meeting

The next meeting of the Organisation Scrutiny Committee would take place on Wednesday 29 July 2015 at 3.00 pm in Chamber 1.

Organisation Scrutiny Mins 0617/MD
