

ORGANISATION SCRUTINY COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 18 JUNE 2019

Present:

Councillor Angelique Foster (Chair)
Councillor Maureen Potts (Vice-Chair)

Councillor J Birkin
Councillor Patricia Bone
Councillor John Funnell
Councillor Heather Liggett

Councillor Michelle Emmens
Councillor Maggie Jones
Councillor Brian Wright

Also Present:

R Pope Customer Services Manager
S Veerman Overview and Scrutiny Manager
D Stanton Governance Officer

60 Apologies for Absence

No apologies for absence were received.

61 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.

62 Minutes of Last Meeting

RESOLVED – That the Minutes of the meeting of the Organisation Scrutiny Committee held on 17 April 2019 be approved as a correct record and signed by the Chair.

63 Remit of Committee

The Committee received a presentation from the Overview and Scrutiny Manager that outlined the role and remit of the Organisation Scrutiny Committee. Members noted the Scrutiny arrangements at North East Derbyshire District Council (NEDDC), the best practice for effective scrutiny, and examples of previous Committee work programmes and reviews.

Discussions were held on the best practice of reviewing key Council policies within the Committee's remit. A number of key policies and plans were discussed, and the Overview and Scrutiny Manager advised that there was a rolling programme of review of policies that could involve the Council's Scrutiny Committees.

Following a discussion on undertaking a Scrutiny Review the Chair, alongside all

Members of the Organisation Scrutiny Committee, agreed that it was important to hear all sides of the debate, in order to ensure a fair and effective scrutiny process.

The Committee and the Overview and Scrutiny Manager also discussed the Terms of Reference for the Organisation Scrutiny Committee.

RESOLVED –

- (1) The presentation from the Overview and Scrutiny Manager be noted.
- (2) The Committee's Terms of Reference be noted.

64 **Selection of Scrutiny Review Topic**

Members discussed a range of issues and topics that they wished to review over the course of the municipal year, such as employee health and wellbeing, sickness absence and member services.

The Committee reached a consensus that whilst there was many important issues that could be reviewed, it would be best to focus on one main topic. Members agreed that it was important the Scrutiny Committee added value and improved Council services. If individual Councillors had concerns or questions on issues, they were encouraged to contact officers directly.

RESOLVED – That the Organisation Scrutiny Review topic for the 2019/2020 municipal year be Employee health and wellbeing in the Workplace.

65 **Draft Work Programme**

Members were advised of the purpose of the work programme, and its use in also shaping the discussion and purpose of the Scrutiny Review. The Overview and Scrutiny Manager detailed a variety of methods traditionally used in the Scrutiny Review process to gather evidence, which included interviews with Portfolio Holders, senior officers and other relevant stakeholders.

RESOLVED – That the Committee noted its draft work programme for the 2019/2020 municipal year.

66 **Customer Service Report**

The Customer Services Manager presented a report that outlined the Council's performance in relation to customer service standards across the Organisation, as well as compliments, comments and complaints from the period 01 April 2018 to 31 March 2019.

The Committee heard that the contact centre had answered 96% of calls within 24 seconds; and that 100% of emails and texts were acknowledged within one working day, and 100% replied to within eight working days. Members also noted that the Web Chat was becoming increasingly popular, where 76.5% rated the

service as excellent.

The officer stated that the service always looked to review its costs and make savings, and that in line with the Corporate Plan, it was expected that self-service was to increase in usage by 20%. The Customer Services Manager informed the Committee that the telephone remained the preferred channel of contact, despite the increasing effort to encourage residents to use online services. Members noted that other methods were being explored, such as the use of 'chatbot' artificial intelligence.

Members thanked the officer for attending the meeting.

RESOLVED – That the report be noted.

67 List of Key Decisions - Issue No 85

RESOLVED – That the list of Key Decisions, Issue No 85, be noted.

68 Additional Urgent Items

There were no additional urgent items for discussion at this meeting.

69 Date of Next Meeting

The date of the next scheduled meeting of the Organisation Scrutiny Committee is 10 September 2019 at 2.00 pm.