

Scrutiny Board

Minutes - 1 March 2016

Attendance

Members of the Scrutiny Board

Cllr Ian Angus
Cllr Philip Bateman
Cllr Alan Bolshaw
Cllr Paula Brookfield
Cllr Craig Collingswood
Cllr Barry Findlay (Vice-Chair)
Cllr Peter O'Neill
Cllr Arun Photay
Cllr Rita Potter
Cllr Stephen Simkins (Chair)

Members in attendance

Cllr Andrew Johnson

Employees

Keith Ireland	Managing Director
Penny Williams	Interim Democratic Services Manager
Abby Vella	Graduate Management Trainee
Anna Zollino-Biscotti	Information Governance Manager
Sue Handy	Head of Customer Service
Sarah Campbell	Complaints Manager
Paul O'Rourke	Performance Manager
Glenda Augustine	Consultant in Public Health, Community Directorate

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies for absence**
Apologies for absence were received from Cllrs Sweetman and Hardacre.
- 2 Declarations of interest**
There were no declarations of interest.
- 3 Minutes of the previous meeting (19 January 2016)**
Resolved:
That the minutes of the meeting held on 19 January 2016 be approved as a correct record and signed by the Chair.
- 4 Matters arising**
Cllr Bolshaw reported that the equalities and complaints meeting with the Director of Governance, which took place as a result of minute item four of the previous meeting, was useful and resolved the issues raised.

- 5 **Quarter 3 Corporate, Social Care and Public Health Complaints Report**
Councillor Andrew Johnson, Cabinet Member for Resources, presented the Quarter Three Corporate, Social Care and Public Health Complaints Report. The Cabinet Member for Resources cited the 26.47% reduction in formal complaints (appendix one) and highlighted employee efforts to resolve complaints at service level, before formal escalation.

In response to a question from Cllr Potter about timescales for resolutions, the Complaints Manager advised that the timescales for the Council responding was 21 days for corporate complaints and ten days for social care complaints. The Complaints Manager reported that the complainant was consulted throughout the resolution process.

Cllr Collingsworth commented on the efficiency of the Customer Service team when dealing with customer and Councillor enquiries.

Resolved:

That complaints management and performance for the period of 1 October 2015 to 31 December 2015 was reviewed by the Board.

- 6 **Infant Mortality Scrutiny Review Update**
Glenda Augustine, Consultant in Public Health, presented the Infant Mortality Scrutiny Review report which updated Councillors on the implementation of the recommendations of the review undertaken from July 2014 to March 2015.

The Public Health Consultant outlined the purpose of the review which followed data published by the National Child Health Profiles in 2014. The data indicated that Wolverhampton had the highest rate of infant mortality in England. The Public Health Consultant commented on the infant mortality working group and partnership work that was undertaken to address the infant mortality rate in the City.

The Public Health Consultant reported that a 12 recommendation plan came out of the review which focused on co-ordinated local responses, issues of poverty and deprivation being addressed and existing practices and policies being changed.

A discussion took place between Councillors and the Public Health Consultant about the following:

- The recent downward trend in women smoking during pregnancy and the aim to achieve as many smoke free homes as possible.
- Role of CO monitors in monitoring smoking during pregnancy
- E-cigarettes and their use in pregnancy.
- Role of environmental and historical factors such as housing and diet on infant mortality rate.
- Expectant mothers who fail to receive ante-natal care.

The Chair requested that the Board be updated on the progress of the implementation of the recommendations annually.

Resolved:

1. That progress made to implement the recommendations of the Scrutiny Review was considered by the Board.

2. That the review be closed subject to receiving an annual update on the implementation of recommendations.

7 **Tracking and monitoring of scrutiny review - Channel Shift**

Councillor Andrew Johnson, Cabinet Member for Resources, presented the Channel Shift report to update the Board on progress on the implementation of recommendations resulting from the Channel Shift Scrutiny Review. The Cabinet Member for Resources reported that all recommendations had been or were being implemented, including:

- risk register
- channel shift e-learning programme
- 'my account' feature
- SMS technology.

The Cabinet Member for Resources reported that the success of the channel shift programme was partly attributable to the Council's 'digital by design' approach. This ensured that alternative methods of communication channels with the Council remained an option for residents.

In response to a question from Cllr Bolshaw regarding the equalities implications of the recommendations, the Head of Customer Services advised that there had been no significant equalities implications because channels had been kept open.

Paul O'Rourke, Performance Manager, advised that staff would be trained, as part of the transformation programme, to help transition customers later down the line.

The Head of Customer Services extended an invitation to Board Members to the contact centre and customer engagement platform once this was up and running. The Digital Transformation Team would be available to answer further questions.

The Chair suggested that the June Scrutiny Board meeting include a visit to the contact centre.

Resolved:

1. That the Board considered progress made to implement recommendations from the Channel Shift Scrutiny Review.
2. That the review be closed on the basis that the recommendations are being implemented.
3. That the Head of Customer Services arrange for the Board to visit the contact centre before the June meeting.

8 **Information Governance Performance Report - Quarter Three 2015/16**

Anna Zollino-Biscotti, Information Governance Manager, presented the Information Governance Performance Report for quarter three 2015/16. The Information Governance Manager drew the Board's attention to the infograph on pg. 83 which outlined the improved Freedom of Information and Subject Access Request response rates.

The Information Governance Manager reported that training figures had increased since the last quarter and were up to 69%.

In a response to a question from the Chair about improvement in figures, the Information Governance Manager advised that the team were well briefed, trained and enthusiastic to improve.

Resolved:

1. That the Board reviewed and commented on the quarter three performance for Information Governance.

9 **Work programme**

Scrutiny Board received a copy of the work programme and noted its content.

Resolved:

That the work programme be agreed.

10 **Vote of thanks**

The Chair thanked Abby Vella, Graduate Management Trainee, for her work with Scrutiny Board over the last six months.