

M MINUTES

meeting: **PERFORMANCE, GOVERNANCE AND SUPPORT SERVICES SCRUTINY PANEL**

date: **11 APRIL 2013**

PRESENT:- Councillors Potter(Chair) , Bolshaw, Claymore, Dehar, M Jaspal, P Singh, and Mrs Thompson (Vice Chair)

Also in Attendance Councillors Johnson and Sweet

OFFICERS IN ATTENDANCE:-

Delivery Directorate

D Breedon
S Davies
S Handy
K Ireland
C Johns

A Merrick
M Taylor
J Wright

Scrutiny Officer
Chief Human Resources Officer
Head of Service
Strategic Director Delivery
Head of Corp Strategy & Improvement Unit
Assistant Director Central Services
Assistant Director Finance
Democratic Support Officer

PART I – OPEN ITEMS

Apologies For Absence

- 91 Apologies for absence were submitted by Bedi, Haynes, J Jaspal and Sweetman

Declarations of Interest

- 92 None.

Minutes

- 93 Resolved:-
That the minutes of the meeting held on 7 March 2013 were approved as a correct record.

Matters Arising

- 94 **Minute 86 HR Improvement Plan**
It was confirmed that recruitment was underway of officers who could act as coaches.

Schedule of Outstanding Minutes

The Assistant Director Central Services submitted a report which provided a schedule of outstanding minutes, together with an indication when it was expected that reports on individual items would be submitted for consideration.

- 95 Resolved:-
That the report be received.

Progress Report on Implementation of the Customer Services Strategy

A report was submitted which updated Councillors on progress made to date in respect of the implementation of the Customer Services Strategy. The report also sought endorsement of proposals to rebrand City Direct.

Members welcomed that changes that had been to date especially the additional facilities on the ground floor of the Civic Centre and the changes to reception areas on other floors. The proposals to provide computer facilities for customers was welcomed and it was suggested that consideration should be given to how printing facilities could be provided.

The Panel recognised the improvements that had taken place within City Direct and supported the proposal to rebrand it as “Customer Services”

- 96 Resolved:-
1) That the report be received.
2) That a report be submitted to a future meeting of the panel on whether or the aims and objectives of the strategy had been achieved.

Portfolio Performance Measures - 2012/13 Quarter 3

The Panel considered a report on the performance reporting process and performance measures used for the portfolios of each Cabinet Member, and the current level of performance. The report was welcomed and it was felt that the presentation of the report made the statistics easily understood.

- 97 Resolved:-
That the report be received.

Equality Work Programme

The Panel considered a report on the draft Equalities Work Programme. Work was underway to implement the programme.

- 98 Resolved:-
That the report be received.

Information Governance

A report was submitted on the Information Governance policies. The Panel welcomed the policies and the work that was being undertaken to improve information governance.

- 99 Resolved:-
That the report be received.

Medium Term Financial Strategy for 2013/14 to 2017/18

The Panel considered a report on the first draft of the Medium Term Financial Strategy for 2013/14 to 2017/18. The strategy brought together the council's vision, priorities and plans, and expressed them in financial terms and reconciled them to available resources. Councillor Johnson requested that if any members of the Panel had any comments on the strategy that they be sent through to the Assistant Director Finance.

Regular updates would be submitted to future meetings of the Panel to enable monitoring of budgets.

- 100 Resolved:-
That the report be received.

Budget Consultation and Budget Setting Process

The Panel considered a report on the proposed revised approach to the 2014/15 budget setting and budget consultation processes. The report included proposals for increasing the use of social media and an online tool to encourage a wider range of people to contribute to the consultation and this was supported by the Panel. Members suggested that the council comes in to contact with a range of people through its daily business and each interaction could provide an opportunity to engage people in the consultation process.

- 101 Resolved:-
That the report be received.

Budget Update and Review

The Panel considered a report on the council's Fees & Charges for 2013/14, to take effect from 7 April 2013, as reported to Cabinet (Resources) Panel on 3 April 2013. The fees and charges had been considered by the Cabinet (Resources) Panel on 3rd April.

- 102 Resolved:-
That the report be received.

Exclusion of Press and Public

- 103 Resolved:-
That in accordance with Section 100A (4) of the Local Government Act 1972, the press and public be excluded from consideration of the items of business in Part II of the Agenda, on the grounds that in view of the nature of the business to be transacted or the nature of the proceedings, exempt information falling within the paragraphs 1 and 3 of Schedule 12A to the Act (information relating to an individual and information relating to the financial or business affairs of any particular person/labour relations implications) is likely to be disclosed.

PART II - EXEMPT ITEMS

Single Status

To provide an update on progress made with implementing the Single Status Agreement and dealing with Equal Pay claims. The Panel were reminded that a collective agreement had been reached with the trades unions. Work was ongoing to ensure that implementation went as smoothly as possible.

Councillors requested details of the numbers of appeals and appeal hearing that were being considered as well as details of the projected cost to the Council of the appeals.

104

Resolved:-

- 1) That the report be received.
- 2) That details of the numbers of appeals and appeal hearing that were being considered be circulated to all members of the Panel together with details of the projected cost to the Council of the appeals.

Policy Team Restructure

A report was submitted on proposals for the restructure of the Policy Team, currently the Corporate Strategy and Improvement Unit.

Councillors asked a range of questions on the detail of the proposals and received reassurance that freedom of information requests would be dealt with more quickly in future.

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Resolved:-

That the report be received.

Shared Services Transformation Programme

A report was submitted which updated the Panel on the progress made over recent months in relation to the procurement of replacement IT systems and associated services under the Shared Services Transformation Programme.

The Panel was informed of the decision taken by the Cabinet the previous day to award a contract to a transformation partner organisation.

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Resolved:-

That the report be received.