

CUSTOMER SERVICE AND TRANSFORMATION SCRUTINY COMMITTEE

Minutes of a Customer Service and Transformation Scrutiny Committee held as a Virtual Meeting on Monday 8th February at 1000 hours.

PRESENT:-

Members:-

Councillor Rose Bowler in the Chair

Councillors Allan Bailey, Jane Bryson, Anne Clarke, Tricia Clough, David Dixon, Ray Heffer, Andrew Joesbury and Rita Turner (Vice-Chair).

Officers:- Matt Broughton (Head of Transformation & Organisation), Lesley Botham (Customer Service Manager), Kath Drury (Information, Engagement and Performance Manager), Joanne Wilson (Scrutiny and Elections Officer), Tom Scott (Governance Officer) and Liz Robinson (Governance Support Officer).

Also in attendance at the meeting was Councillor Mary Dooley (Portfolio Holder for Partnerships and Leisure).

Councillor Mary Dooley and the Information, Engagement and Performance Manager left the meeting at the start of Minute No CUS42-20/21.

CUS36-20/21 APOLOGIES

No apologies for absence were received.

CUS37-20/21 URGENT ITEMS OF BUSINESS

There were no urgent items of business.

CUS38-20/21 DECLARATIONS OF INTEREST

There were no declarations of interest.

CUS39-20/21 MINUTES

Moved by Councillor Rose Bowler and seconded by Councillor Ray Heffer.

RESOLVED that the Minutes of a Customer Service and Transformation Scrutiny Committee held on 7th December 2020 be agreed as a correct record.

CUS40-20/21 LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

The Scrutiny and Elections Officer presented the list of Key Decisions to Members.

It was moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler to note the list of Key Decisions.

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RESOLVED that the list of Key Decisions be noted.

CUS41-20/21 AMBITION PLAN TARGETS PERFORMANCE UPDATE - OCTOBER TO DECEMBER 2020 (Q3 - 2020/21)

The Information, Engagement and Performance Manager presented the Ambition Plan Targets Performance Update – October to December 2020 (Q3 – 2020/21) report to Members.

The purpose of the report was to report the quarter 3 outturns for the Council’s Ambition Plan 2020-2024 targets and relevant supporting service indicators.

The Head of Transformation & Organisation referred to the indicator titled ‘CUS.03 - Ensure that at least 50% of transactions are made through digital channels by Dec 2024’ and explained that the next steps were to involve Leisure and Revenues and then identify other departments with high frequency phone calls to consider ways they can move to digital methods.

Councillor David Dixon referred to the indicators relating to Revenues and Benefits and asked what the total value of uncollected rents and rates was. The Information, Engagement and Performance Manager explained she would investigate the figure and circulate it to Members.

Councillor Tricia Clough stated she had been in correspondence with a resident who had mistakenly been given a significant Council Tax bill. The Information, Engagement and Performance Manager advised Councillor Tricia Clough to send the contact details of the resident to her after the meeting if the resident was happy for her details to be passed on.

The recommendation in the report to note outturns against the Ambition Plan 2020-2024 targets and relevant service indicators was moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler.

RESOLVED that outturns against the Ambition Plan 2020-2024 targets and relevant service indicators be noted.

(Information, Engagement and Performance Manager)

CUS42-20/21 WORK PROGRAMME 2020/21

(N.B. Councillor Mary Dooley and the Information, Engagement and Performance Manager left the meeting at this point.)

The Scrutiny and Elections Officer presented the Customer Service and Transformation Scrutiny Committee Work Programme 2020/21 to Members.

It was moved by Councillor Ray Heffer and seconded by Councillor Rose Bowler to note the Work Programme 2020/21.

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RESOLVED that the Committee notes this report and the Programme attached at Appendix 1.

(Scrutiny and Elections Officer)

The meeting concluded at 1024 hours.