

## RESOURCES SCRUTINY PANEL

12 February 2015

### REVIEW OF THE CORPORATE SUPPORT TEAM

Report of the Director of Resources

<b>STRATEGIC AIM:</b>	<b>All</b>
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#### 1. PURPOSE OF THE REPORT

- 1.1 To provide an update to report 266/2014 received by the Panel on 11 December 2014 with the results of a Members' Survey.

#### 2. RECOMMENDATIONS

**That the Resources Scrutiny Panel is requested to consider the following recommendations:**

- 2.1 **Note the findings of the Members' Survey.**
- 2.2 **Provide any further input on areas for supporting Members.**

#### 3. BACKGROUND

- 3.1 The Panel received Report No. 266/2014 on 11 December 2014 which provided an update on the Corporate Support Team from January to June 2014.
- 3.2 One of the actions arising from the report was that a survey would be sent to all elected member for their comments and views on the support provided by the Corporate Support Team.
- 3.3 The survey was circulated to Members on Friday 23 January 2015 and the results have been amalgamated and can be seen in Appendix A to this report.

#### 4. SURVEY RESPONSES

- 4.1 10 responses were received by 30 January and the majority of those were positive. Those that requested or suggested improvement will be considered and an action plan drawn up to improve the service provided to Members in line with the comments where possible.

4.2 Initial responses to some themes raised in the comments can be seen below:

- (a) Production of documents in a timely fashion – all agendas and minutes are published in line with statutory and corporately agreed deadlines. The performance indicators show an improved performance during 2014 and the team continues to work with individual councillors to identify improvements that could be made; regarding the electoral register, if no changes have been made then no update is produced or sent, however, to address this comment, the Electoral Services Officer will now send 'nil' reports each month if no updates have been received;
- (b) Coordination and provision of training could improve – a training plan, which will be Member-led but officer supported, is being prepared for the new Council; and
- (c) Difficult to know who to contact for specific queries – there have been some staffing changes throughout the year but Members will be given an updated list of support officers on a regular basis. Efforts have been made to ensure the same officer supports the same meetings throughout the year.

## 5. RISK MANAGEMENT

RISK	IMPACT	COMMENTS
Time	Low	This report provides the responses from a survey of Members. An action plan will be developed accordingly.
Viability	Low	The Council is required to demonstrate openness and transparency in all areas of its business and this process operates within the agreed principals.
Finance	Low	There are no direct financial implications arising from this report unless a change in current resources is proposed.
Profile	Low	There is likely to be very limited public interest in the content of this report.
Equality and Diversity	Low	No changes to policy are recommended and therefore an Equality Impact Assessment is not required.

### Background Papers

Report No. 266/2014  
Minutes to Resources Scrutiny Panel 11  
December 2014

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