



Rutland County Council

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PRESENT:

Mr A Walters	Mr O Bird
Mr K Bool	Mr B Callaghan
Mr G Conde	Mr W Cross
Mrs D MacDuff	Mr A Stewart
Mr K Thomas	Mr T King

APOLOGIES: Mr O Hemsley Miss G Waller

ABSENT: Mr J M Lammie

OFFICERS

PRESENT:

Mrs H Briggs	Chief Executive
Mr S Della Rocca	Assistant Director – Finance
Mr J Khetani	Customer Services Manager
Mr A Nix	Head of IT and Customer Service
Miss M Gamston	Corporate Support Officer

IN ATTENDANCE: Mr T C King Portfolio Holder for Finance and Development

179 RECORD OF MEETING

The Record of the Meeting of the Resources Scrutiny Panel held on 16 June 2016, copies of which had been previously circulated were confirmed as a correct record and signed by the Chairman.

Matters Arising from the Previous Minutes:

- i) The Chairman reminded Members that at the previous Panel meeting Councillor Lammie had been appointed to the Review of Administration Project Board. The Chairman distributed the Admin Review Assurance Panel – Terms of Reference.
- ii) Members requested that Matters Arising and Updates be agenda items.

180 DECLARATIONS OF INTEREST

No declarations of interest were made.

181 PETITIONS, DEPUTATIONS AND QUESTIONS

No petitions, deputations or questions had been received.

182 QUESTIONS WITH NOTICE FROM MEMBERS

No questions with notice had been received from Members.

183 NOTICES OF MOTION FROM MEMBERS

No notices of motion had been received from Members.

184 CONSIDERATIONS OF ANY MATTER REFERRED TO THE PANEL FOR A DECISION IN RELATION TO CALL IN OF A DECISION

No matter had been referred to the Panel for a decision in relation to call-in of a decision in accordance with Procedure Rule 206.

185 CORPORATE PLAN INCLUDING STRATEGIC AIMS AND OBJECTIVES

Report No. 132/2016 from the Chief Executive was received.

Members had also received Report No. 155/2016 from the Chief Executive; this being the report to be presented at Cabinet on 16 August 2016. The report included a number of amendments that had been made to the draft plan following consultation.

The Chief Executive, Mrs Briggs, introduced the report the purpose of which was to provide the Scrutiny Panel with the opportunity to be consulted on the Corporate Plan and to feed back to Cabinet any comments.

During the discussion the following points were noted:

- i) That para. 4.3 (Report No. 155/2016) listed the organisations that had responded to the consultation. It was noted that the Rutland LSP Culture and Leisure Theme Group had been omitted from the list, however the Group's submission had been taken into account in the revised draft. Mrs Briggs informed the Panel that Cabinet would be made aware of the omission and that it would be reflected in the minutes.
- ii) This was the Corporate Plan for Rutland County Council as a Unitary Authority.
- iii) The Plan was a high level strategic document not intended to be extremely detailed.
- iv) The need for a Glossary of Terms, including Indices of Deprivation and financial terminology to be appended to the Plan was highlighted. Mrs Briggs agreed to prepare and append. Mrs MacDuff was requested to email any similar concerns to Mrs Briggs.
- v) That bullet points two and four in the summary on page 19 (Report No. 132/2016) (page 22, Report No. 155/2016) would be clarified as 'per annum'.
- vi) That the submission of technical questions to officers prior to the meeting would allow for answers to be researched, where necessary, and for the relevant officers to be present at meetings.
- vii) MTFP at Quarter 1 2016/17 was distributed to show the Balances with 0% Council Tax and Balances with 2% Council against Balance with 4% Council Tax increase over the period of the plan.
- viii) That the 0.5% unemployment rate (112 – JSA claimants for January 2016) required further scrutiny, exploring worklessness and people who require

assistance through the "Poverty in Rutland" scrutiny working group. It was noted that performance figures had shown a large drop in percentage employed but not the same increase in JSA. It was acknowledged that the number of residents in the county that were either retired or chose not to work was rising.

- ix) Key achievements 2011/2015 should read: Working with our communities to keep a number of public services including libraries and the museum.
- x) For consistency, Average House Prices and Median Gross Weekly Pay to show both national and East Midlands figures.
- xi) Key achievements 2011/2015 – consideration to be given to the wording regarding improved financial health.

AGREED:

1. That the Panel **NOTED** the Draft Corporate Plan (Appendix A to Report No. 132/2016).
2. Mrs Briggs informed the Panel that Cabinet was to be made aware that the Rutland LSP Culture and Leisure Theme Group had been omitted from the list, however the Group's submission had been taken into account in the revised draft. This would be reflected in the Cabinet minutes.
3. That bullet points two and four in the summary on page 19 (Report No. 132/2016) (page 22, Report No. 155/2016) would be clarified as 'per annum'.
4. Key achievements 2011/2015 should read: Working with our communities to keep a number of public services including libraries and the museum.

186 QUARTER 1 FINANCIAL MANAGEMENT REPORT

Report No. 133/2016 from the Director for Resources was received.

The Portfolio Holder, Mr King, introduced the report, the purpose of which was to inform Cabinet and all Members of the full year forecast position as at Quarter 1 for 2016/17 and to alert them to issues that may impact on the Medium Term Financial Plan to enable them to maintain sound financial management of the Council's operations.

During the discussion the following points were noted:

- i) That the funding for the Assistive Technology Service budget sat within the Better Care Fund. Primarily money was received from the Clinical Commissioning Group (CCG) and the intention was that this would continue.
- ii) That there had been a drop in income and costs associated with the Active Rutland Hub. Consideration was being given to a proposal for the gym club to take over two-thirds of the gym. There was also a proposal from Stevenage Leisure Limited (SLL) to run the gym.
- iii) Outstanding Capital Receipts 2016/17: Bus Sale (Contractually Committed) and Westfield Avenue (Garage Sale) related to the disposal of the Rutland Shore and Work buses and Cabinet had previously approved the sale of the site on Westfield Avenue, to a Registered Social Landlord.
- iv) Business Rates: Members were advised that the Government intention was for local authorities to keep 100% of the business rates raised locally however for this to happen it is expected to take on extra responsibilities in the future.

- v) That the Medium Term Financial Plan (MTFP) showed the Revenue Support Grant funding that was offered in the last financial settlement; subject to approval by Council in September.

The Assistant Director – Finance, Mr Della Rocca, advised that he would circulate to all Members his written response to questions received from Councillor Waller.

AGREED:

- 1 That Panel NOTED the contents of Report No. 133/2016.

187 QUARTER 1 PERFORMANCE MANAGEMENT REPORT

Report No. 150/2016 from the Chief Executive was received, the purpose of which was to report to Cabinet on the Council's performance for the first quarter of 2016/17.

During the discussion the following points were noted:

- i) Members were advised that complaints received referred to formally made complaints that went to the stage process.
- ii) Councillor MacDuff stated that she had been made aware of complaints that had not been completed within timescales. Councillor MacDuff agreed to forward details to Councillor King and Mr Della Rocca to allow for further investigation.
- iii) That where performance targets for responding to complaints within timescales were not met (LI034 and LI035) the actual number of complaints was three; two of which had exceeded the timescale by one day and one by 10 days.

AGREED

1. The Panel **NOTED** the contents of Report No. 150/2016.
2. Councillor MacDuff to forward details of complaints not completed within timescales to Councillor King and Mr Della Rocca, to allow for further investigation.

188 CUSTOMER SERVICES UPDATE

Report No. 153/2016 which had been prepared at the request of the Resources Scrutiny Panel and described the current performance within the customer service centre, the current customer service standards and also sought a discussion on the Panel's view of customer service provision in relation to channel shift had been circulated to Members with the agenda.

The Panel received a presentation from the Head of IT and Customer Service, Mr Nix, on the Customer Services Update.

The following points were raised during discussion:

- i) Concern was raised at the low percentage of emails resolved (32%). Members were advised that this was a generic email address with many

emails being signposted and forwarded on. It was acknowledged that further work was required to improve electronic response times.

- ii) The Council was actively working on a new website to be launched in 2017.
- iii) That changed categories for resolved or transferred telephone calls allowed for more accurate recording of performance.
- iv) That some officers, Rutland County Council (RCC) and shared services, did not include the corporate standard address block in their emails. The Head of IT and Customer Service, Mr Nix, undertook to bring this issue to the attention of the RCC Communications Group.
- v) Members stated that it was important that RCC continued with the personal answering of telephone calls rather than introducing fully automatic system.
- vi) That response targets should be realistic as well as aiming to improve the level of customer service provided. It was noted that for June 2016 where resources were known to be adequate, 75% of telephone calls were answered within one minute.
- vii) Members were in favour of preserving the face-to-face facility.
- viii) That the Panel should receive an update following the launch of the new website and look to revise targets at that time; and also consider options for face-to-face and telephone customers.
- ix) That Customer Services will record the performance of how many calls were answered in one minute and 5 minute

AGREED

1. That the Head of IT Customer Service, Mr Nix, would bring to the attention of the RCC Communications Group that some officers, RCC and shared services, did not include the corporate standard address block in their emails.
2. That the Panel would receive an update following the launch of the new website and look to revise targets at that time; and also consider options for face-to-face and telephone customers.

189 MEMBER IT - RESULTS OF SURVEY

The Panel received a presentation from the Head of IT and Customer Service, Mr Nix, on the Review of Member Feedback on IT.

The following points were raised during discussion:

- i) The issues around allowing calendar items to sync between different devices, programs and email addresses.
- ii) That Members were able request large documents to be printed by the RCC reprographics team.

190 REVIEW OF FORWARD PLAN

The Chairman put forward the following items to be considered at the November meeting of this Panel:

1. Poverty in Rutland project (as the substantive part of the meeting)
2. Quarter 2 Outturn
3. Treasury Report

191 ANY URGENT BUSINESS

No items of urgent business had previously been notified to the Chairman.

192 DATE AND PREVIEW OF NEXT MEETING

Thursday 10 November 2016 at 7.00 pm, Council Chamber

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The Chairman declared the meeting closed at 9.07 pm.

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