

SCRUTINY BOARD (CITIZENS AND COMMUNITIES)

MONDAY, 10TH APRIL, 2017

PRESENT: Councillor B Anderson in the Chair

Councillors C Campbell, R Grahame,
M Harland, G Hyde, J Illingworth,
K Maqsood, M Robinson, R. Stephenson,
K Wakefield and N Walshaw

80 Late Items

The following late and supplementary information was submitted to the Board:

Agenda item 7 – Draft report of the Scrutiny Board following its inquiry into reducing repeat customer contact through tackling failure demand.

The above information was not available at the time of agenda despatch, but was subsequently made available on the Council's website.

81 Declaration of Disclosable Pecuniary Interests

There were no disclosable pecuniary interests declared to the meeting.

82 Apologies for Absence and Notification of Substitutes

There were no apologies for absence.

83 Minutes - 13th March 2017

RESOLVED - That the minutes of the meeting held on 13th March 2017 be approved as a correct record.

84 Reducing repeat customer contact - draft scrutiny inquiry report

The report of the Head of Governance and Scrutiny Support made reference to the recent scrutiny inquiry into reducing repeat customer contact through tackling failure demand. The Board's findings and recommendations arising from this inquiry were set out in the Board's draft report for formal consideration and approval.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Lee Hemsworth, Chief Officer Customer Access
- Andrew Cameron, Head of Council Tax and Benefits

In consideration of its draft report, particular reference was made to paragraph 19 of the report and it was suggested that further narrative is included to illustrate the potential cost savings associated with the level of housing related calls that are considered to be avoidable calls to the Contact Centre.

RESOLVED – That the Scrutiny Board approves its draft inquiry report on reducing repeat customer contact through tackling failure demand subject to the amendment set out above.

85 Development of Community Committees - tracking of scrutiny recommendations

The report of the Head of Governance and Scrutiny Support presented a progress update on the implementation of the recommendations arising from the earlier Scrutiny inquiry into the development of Community Committees.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Shaid Mahmood, Chief Officer Communities
- Martin Dean, Area Leader
- Lee Hemsworth, Chief Officer Customer Access

In consideration of the progress made, a position status category was assigned to each recommendation as follows:

- Recommendation 1 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 2 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 3 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 4 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 5 – (Cat 2) – Achieved
- Recommendation 6 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 7 – (Cat 2) – Achieved
- Recommendation 8 – (Cat 2) – Achieved
- Recommendation 9 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 10 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.

The following key issues were also raised during the consideration of this report:

- In relation to recommendation 1, it was noted that details of the lead officer support to Community Committee Champions would be shared with Elected Members.
- In relation to recommendation 10, Board Members acknowledged the current work being undertaken to refresh the Council's website and make it more user friendly. Whilst the Board sought clarification regarding the launch date, it agreed in principle that the new relevant Scrutiny Board should receive a demonstration of the refreshed Council website and ideally before it is launched.

RESOLVED –

- (a) That the report be noted.
- (b) That the above position status categories against each of the recommendations are agreed.
- (c) That a further update report is brought back to Scrutiny within the next 6 months
- (d) That the new relevant Scrutiny Board receives a demonstration of the Council's refreshed website ideally before it is launched.

86 Development of Community Hubs - tracking of scrutiny recommendations

The report of the Head of Governance and Scrutiny Support presented a progress update on the implementation of the recommendations arising from the earlier Scrutiny inquiry into the development of Community Hubs.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Lee Hemsworth, Chief Officer Customer Access
- Susan Murray, Head of Customer Contact

In consideration of the progress made, a position status category was assigned to each recommendation as follows:

- Recommendation 1 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 2 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 3 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 4 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 5 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.
- Recommendation 6 – (Cat 2) – Achieved
- Recommendation 7 – (Cat 4) – Not fully implemented (Progress made acceptable. Continue monitoring.

RESOLVED –

- (a) That the report be noted.
- (b) That the above position status categories against each of the recommendations are agreed.
- (c) That a further update report is brought back to Scrutiny within the next 6 months.

87 Phase 3 - Community Hubs

The report of the Chief Officer Customer Access set out the progress made to-date on the Community Hub programme and invited the Scrutiny Board to consider and provide any comment on the proposed key principles surrounding the development of the Phase 3 Community Hub options.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Lee Hemsworth, Chief Officer Customer Access
- Susan Murray, Head of Customer Contact
- Steve Moore, Senior Community Hub Development Manager

The key issues raised were as follows:

- The Board noted that within Phase 3, there are 21 buildings across the city that will be considered. Details of the sites in scope were set out in Appendix A of the report.
- The Board considered and agreed to the draft key principles set out in paragraph 14 of the report that would be applied to enable options to be developed for consultation with local Ward Members.
- It was suggested that a further Scrutiny working group meeting be held to consider the detail of the potential options as they are developed and prior to further consultation with local Ward Members. It was agreed that the Chief Officer Customer Access would liaise with the Board's Principal Scrutiny Adviser to consider an appropriate date for this working group. However, it was noted that any meeting date proposed after the Annual General Meeting on 25th May 2017 would need to be agreed and taken forward by the new relevant Scrutiny Board.

RESOLVED –

- (a) That the report be noted.
- (b) That the Scrutiny Board agrees with the draft key principles as set out in paragraph 14 of the report.
- (c) That the Chief Officer Customer Access liaises with the Board's Principal Scrutiny Adviser to identify an appropriate date to hold a further Scrutiny working group meeting to consider the detail of the potential Phase 3 options as they are developed.

88 Community Hubs - Work in Jobshops with Workplace Leeds

The report of the Chief Officer Customer Access provided an update on the on-going work in Job Shops and Workplace Leeds (Leeds Mind) aimed at helping residents with mental health issues prepare for work. Appendix 2 of the report set out a case study example of a customer who had accessed and benefited significantly from this service. The Board also watched an interview with this particular customer who had also volunteered to help promote the service more widely.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Lee Hemsworth, Chief Officer Customer Access
- Susan Murray, Head of Customer Contact
- Jane Hopkins, Head of Communities and Partnerships

The Scrutiny Board praised the positive work and commitment demonstrated during the first year in delivering this service contract and acknowledged the key issues that will need to be considered as the service moves into its second year. However, particular reference was made to the Mental Health Awareness Training being delivered to Community Hub staff and it was suggested that Elected Members would also welcome relevant training on this issue too.

RESOLVED –

- (a) That the Scrutiny Board notes the report and welcomes the positive work and commitment demonstrated during the first year in delivering the Work Place Leeds service contract.
- (b) That the Scrutiny Board welcomes the Mental Health Awareness Training being delivered to Community Hub staff and believes that consideration should be given to providing such relevant training to Elected Members too.

89 work schedule

The report of the Head of Governance and Scrutiny Support reminded the Scrutiny Board that this was its last scheduled Board meeting in the current municipal year. However, it was noted that the Chair had committed to holding a further working group meeting on 2nd May 2017 to continue discussions with representatives from DWP/Job Centre Plus and ATOS in relation to the impact of the government welfare reforms.

In conclusion of the meeting, the Chair took the opportunity to thank Board Members, officers and the relevant Executive Board Members for their support and commitment throughout the year.

(The meeting concluded at 11.40 am)