

## **SCRUTINY BOARD (RESOURCES AND COUNCIL SERVICES)**

**MONDAY, 11TH JULY, 2011**

**PRESENT:** Councillor P Grahame in the Chair

Councillors S Bentley, A Blackburn,  
J L Carter, B Chastney, Dawson,  
R Grahame, J Hardy, A Lowe, C Macniven  
and R Wood

### **10 Declarations of Interest**

Councillor J Hardy declared a personal interest in Agenda Item No.8 Customer Access Strategy as a Director of West North West Homes who were referred to in the submitted report (Minute No.14 refers).

### **11 Apologies for Absence and Notification of Substitutes**

Apologies for absence were received from Councillor A Gabriel.

Notification had been received for Councillor R Grahame to substitute for Councillor Gabriel.

### **12 Minutes of the Previous Meeting**

**RESOLVED** – That the minutes of the previous meeting held on 17<sup>th</sup> June 2011 be confirmed as a true and correct record.

### **13 Financial Performance - Outturn 2010/11**

The Head of Scrutiny and Member Development submitted a report which set out details of the Council's Financial Performance for the year ending 31<sup>st</sup> March 2011.

The following officers were in attendance and responded to Board Members questions and comments:

Alan Gay – Director of Resources  
Helen Mylan – Head of Finance Corporate Services  
Ian Williams – Human Resources Manager

The Chair, on behalf of the Board invited the Director of Resources to present his report.

In summary, specific reference was made to the following issues:

- The potential impact on the City Council's Budget of the governments proposals to change the way in which business rates are collected
- Tax Collection performance - Comparisons with other Local Authorities
- Reduction in staffing levels as a result of ELI and the subsequent affect on workforce planning, particularly retaining necessary skills and succession planning
- The requirement to recognise the need for service reconfiguration to meet budget pressures including the development of relationships with other providers
- The use of and management of agency staff
- Sundry Income Collection performance
- The management of Insurance Claims, real and potential

## **RESOLVED –**

- (i) That the contents of the report be noted.
- (ii) That the Head of Scrutiny and Member Development schedule into the Boards work programme reports relating to the following issues:
  - Workforce Planning
  - Insurance claims
  - Sundry Income and collections
- (iii) That data on tax collections and comparisons with other Local Authorities be obtained and circulated to Board Members prior to the September meeting.

## **14 Customer Access Strategy**

Following a decision from the Board to invite Officers to discuss issues relating to the Customer Access Strategy 2011 – 2015.

The Chair welcomed to the meeting:

- Paul Broughton, Chief Officer (Customer Services)
- Lee Hemsworth, Chief Officer (Business Transformation)

The Chief Officer (Customer Services) delivered a brief presentation providing details of the Council's one stop service which included:

- 14 One Stop Centres, 2 Joint Service Centres
- Customer Services Excellence accreditation
- Statistics for 2010/11
- Customer satisfaction
- Opening Hours
- Recent Development
- Current Projects

The Chief Officer (Business Transformation) also addressed the Board and spoke about the rationale for change and the development of a new customer service strategy, and in doing so identified the strategic customer outcomes and highlighted the key deliverables.

**RESOLVED –**

- (i) That the presentation on the Customer Access Strategy be noted and welcomed.
- (ii) That this Scrutiny Board should proactively monitor the progress of the development of the customer service strategy. The following key milestones were agreed for further scrutiny:
  - The redraft on the basis of feedback and consultation
  - Results of, and the use of the Customer Consultation
  - The development of the business case for phase 1
  - The delivery of phase 1
- (iii) The Head of Scrutiny and Member Development was asked to work with the Chief Officer (Business Transformation) and schedule these key milestones into the Board's work programme.

**15 Work Schedule**

The Head of Scrutiny and Member Development submitted a report outlining the Board's work schedule for the forthcoming municipal year and also included an extract of the Council's Forward Plan relating to the Board's portfolio and a copy of the latest Executive Board minutes.

**RESOLVED –**

- (i) That the Executive minutes and Forward Plan be noted.
- (ii) To agree the work schedule including the amendments made at today's meeting.

**16 Date and Time of Next Meeting**

**RESOLVED –** To note that future meetings of the Board be scheduled as follows:

Monday 5<sup>th</sup> September 2011  
Monday 3<sup>rd</sup> October 2011  
Monday 7<sup>th</sup> November 2011  
Monday 5<sup>th</sup> December 2011  
Monday 9<sup>th</sup> January 2012  
Monday 6<sup>th</sup> February 2012  
Monday 5<sup>th</sup> March 2012  
Monday 2<sup>nd</sup> April 2012

Draft minutes to be approved at the meeting  
to be held on Monday, 5<sup>th</sup> September, 2011

All meetings to held in the Civic Hall, Leeds commencing at 10.00 a.m.  
(Pre-meeting for Board Members to commence at 9.30 a.m.)

**(The meeting concluded at 11.50am)**