

## SCRUTINY BOARD (STRATEGY AND RESOURCES)

---

Meeting to be held in Civic Hall, Leeds, LS1 1UR on  
Monday, 14th February, 2022 at 10.00 am

*(A pre-meeting will take place for ALL Members of the Board at 9.45 a.m.)*

---

### MEMBERSHIP

#### Councillors

- S Burke - Middleton Park;
- P Carlill - Calverley and Farsley;
- D Chapman - Rothwell;
- S Firth - Harewood;
- B Flynn - Adel and Wharfedale;
- S Hamilton - Moortown;
- J Heselwood - Bramley and Stanningley;
- A Hutchison - Morley North;
- J McKenna - Armley;
- A Scopes (Chair) - Beeston and Holbeck;
- S Seary - Pudsey;

**Please Note:** Members of the public are now able to attend the meeting in person, but please be mindful that Coronavirus infection levels remain high in Leeds. Therefore, even if you have had the vaccine, if you have Coronavirus symptoms: a high temperature; a new, continuous cough; or a loss or change to your sense of smell or taste, you should NOT attend the meeting, stay at home and take a PCR test. For those who are attending the meeting we would recommend taking an LFT prior to attending and recommend the continued wearing of face coverings.

**Note to observers of the meeting:** To remotely observe this meeting, please click on the 'To View Meeting' link which will feature on the meeting's webpage (linked below) ahead of the meeting. The webcast will become available at the commencement of the meeting.

[Council and democracy \(leeds.gov.uk\)](https://leeds.gov.uk)

---

**Principal Scrutiny Adviser:**  
**Rob Clayton**  
**Tel: 37 88790**

Produced on Recycled Paper

# A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p><b>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</b></p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Head of Governance Services at least 24 hours before the meeting).</p>	
2			<p><b>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</b></p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p><b>RESOLVED –</b> That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p><b>No exempt items have been identified.</b></p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
3			<p><b>LATE ITEMS</b></p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
4			<p><b>DECLARATION OF INTERESTS</b></p> <p>To disclose or draw attention to any interests in accordance with Leeds City Council's 'Councillor Code of Conduct'.</p>	
5			<p><b>APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES</b></p> <p>To receive any apologies for absence and notification of substitutes.</p>	
6			<p><b>MINUTES - 24 JANUARY 2022</b></p> <p>To confirm as a correct record, the minutes of the meeting held on 24 January 2022</p>	7 - 14
7			<p><b>CONTACT CENTRE PERFORMANCE AND IMPROVEMENT</b></p> <p>To consider a report from the Director of Resources on performance of the Council's contact centre and the work that is being undertaken in order to improve the end-to-end customer experience, address the issues that create avoidable contact and support service areas to ensure that council services are delivered in the most cost-effective way.</p>	15 - 24
8			<p><b>IDS SERVICE DESK PERFORMANCE</b></p> <p>To consider a report from the Director of Resources on the Integrated Digital Services (IDS) service desk which supports staff with IT related issues and supports the wider delivery of services to citizens, patients, visitors and businesses by the Council, Health and other partners.</p>	25 - 32

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p><b>FREEDOM OF INFORMATION (FOI) REQUESTS - PERFORMANCE AND PROCESSES</b></p> <p>To consider a report from the Director of Resources on Freedom of Information (FOI) requests at Leeds City Council focussing on performance against KPIs, FOI processes and legislation and how elected members interact with FOI regulations.</p>	33 - 52
10			<p><b>WORK PROGRAMME</b></p> <p>To consider the Scrutiny Board's work programme for the 2021/22 municipal year.</p>	53 - 62
11			<p><b>DATE AND TIME OF NEXT MEETING</b></p> <p>The next meeting is scheduled for 28 March 2022 at 10.00AM (a pre-meeting for members is scheduled for 9.45AM)</p> <p><b>THIRD PARTY RECORDING</b></p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts on the front of this agenda.</p> <p>Use of Recordings by Third Parties – code of practice</p> <ol style="list-style-type: none"> <li>a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.</li> <li>b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.</li> </ol>	