

OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 30th November 2020

Present: Cllr Johnson (Chair)
Cllrs Janet Eaton, Gill, Kempson, Kenyon, Morris and Procter
Z.Ali (co-opted member)

In attendance: Clare Law, Head of People and Policy
Carolyn Sharples, Committee and Member Services Manager
Jenni Cook, Committee and Member Services Officer

Also Present: Cllrs Bromley, Hughes, Haworth and Neal
0 press
1 public

1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

1.1 Apologies for absence had been received from Cllrs Brennan and L. Barnes.

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 12th October 2020 be approved as a correct record.

3. DECLARATIONS OF INTEREST

3.1 There were no declarations of interest.

4. URGENT ITEMS OF BUSINESS

4.1 The Chair confirmed that there were no urgent items of business.

5. PUBLIC QUESTION TIME

5.1 No questions had been submitted in advance of the meeting. The Chair noted that she would allow questions to be asked on each item as it was discussed.

6. CHAIR'S UPDATE

6.1 The Chair confirmed that she would continue to press for the 101 Service to attend during 2021.

7. QUARTER 2 PERFORMANCE REPORT

7.1 The Head of People and Policy provided members with an overview of the Council's performance during Quarter 2, with the following highlighted:-

- 8 performance indicators (PI) were currently in red and two were unknown. The unknown indicators were due to these figures being reported annually or in a different quarter.
- Priority 1, PI12 – missed bins was noted as being red and this was due to more waste being presented, along with the refuse vehicles' access being blocked by parked cars.
- A Customer Care Group had been set up which would look at a targeted piece of work with refuse to improve customer care in this area in the short term.
- Priority 2 – PI13 - % council tax collected was red and stood at 54.29% during quarter 2. Due to Covid a sympathetic approach had been adopted. Business rates collection was slowly improving and council tax collection rates were likely to improve once the Courts re-opened.
- PI16 and 17 were noted as being red, due to the impact of Covid on inspecting long term empty dwellings.
- PPU had not been able to carry out hygiene rating inspections; however, 93 Covid visits and inspections had taken place.
- Compliments and complaints were noted along with the service areas and nature of complaints/compliments.
- Risks were outlined and it was noted that a new risk had been added – “Impact of Covid 19 on the financial sustainability of council owned leisure assets.” This was currently red due to loss of income during lockdown and closures.

7.2 Members commented on the report and clarification was provided as follows:

- Staffing levels and contact methods were clarified.
- Risks to BAME staff was raised and discussion took place on the number of BAME and LGBTQ staff across the workforce. The Head of People and Policy agreed to speak with the Co-opted Member outside of the meeting.
- It was noted that additional staff were being recruited within PPU to increase capacity.
- A programme of bin replacement was noted.

Resolved:

The update was noted.

8. THE FORWARD PLAN

8.1 The Forward Plan had been published with the agenda and tabled upcoming Cabinet decisions that the committee could consider for the O&S Committee. Members were reminded to look at the plan and consider what could be brought to the committee. The provisional agenda for the January 2021 meeting was noted.

Resolved:

The update was noted.

The meeting started at 6.30pm and finished at 7.10pm

Signed: _____

Date: _____