



**To**

Scrutiny Co-ordination Committee

14<sup>th</sup> April, 2010

**Subject**

Scrutiny Chairs' Progress Reports – Customers, Communities, Finance and Workforce Scrutiny Board (Scrutiny Board 1)

**1 Purpose of the Note**

To inform the Committee of the work of the Customers, Communities, Finance and Workforce Scrutiny Board (Scrutiny Board 1) during the period January to March 2010, together with the outcomes of this work.

**2 Recommendations**

- 2.1 The Committee is asked to note the information contained in this briefing note and to consider any further action.

**3 Information/Background**

**3.1 Activity**

- 3.1.1 There have been 3 meetings of the Board during this period (one of which was an informal meeting), when issues considered were as follows:-

**27<sup>th</sup> January**

Members' Services Support  
Six-Month Cumulative Sickness Absence 2009/2010  
Agency Workers and Interim Managers - quarter 2 performance management report  
ICT Informal Working Group  
Alcohol Misuse and the Role of Licensing (scoping document agreed)

**24<sup>th</sup> February (informal meeting)**

Coventry Community Safety Partnership: Draft Community Safety Strategic Assessment 2010/2011  
2011 Adult Treatment Plan and Budget (Assessment Strategy - Drugs Team)  
Review of Licensing Enforcement

**24<sup>th</sup> March**

Future Delivery of ICT  
Report of the Task and Finish Group - Customer Services Strategy  
Nine-month Cumulative Sickness Absence 2009/2010  
Democratic Engagement Approach  
Report on Licensing Enforcement Review

## 3.2 **Recommendations**

3.2.1 **Review of licensing enforcement** - the Board made a number of recommendations as follows:

- a) that officers investigate the feasibility of establishing a co-located team of those officers involved in licensing enforcement.
- b) that training be delivered to a range of officers involved in the licensing enforcement process and to councillors and magistrates.
- c) that a questionnaire be circulated to the owners/managers of licensed premises and that a version be prepared which was appropriate for the general public.
- d) that the Licensing and Regulatory Committee be informed of the outcome of licensing appeals to the Magistrates' Court .

The Board also decided to request that a progress report on these recommendations be submitted in 6 months' time.

## 3.3 **Outcomes**

**Members' Services Support** - the Board asked that the Supporting Members Advisory Panel inform it of any future developments relating to support for Members.

**ICT Informal Working Group** - the Board had originally proposed establishing a Member Group to work with the Assistant Director (ICT) and officers to discuss the problems which Members were currently experiencing with IT and how they might be addressed by the new contract. However, the Board was subsequently informed that a wider review of the Council's ICT needs was now being carried out as part of the Council's transformation programme (to which Members could contribute) and the Board agreed that ICT issues would now best be pursued through the ICT sub-group set up by the Supporting Members Advisory Panel.

**Customer Services Task and Finish Group** – the Board noted the outcomes of the work of this Group, which were as follows:-

- a) that when the final version of the Customer Services Strategy is produced, officers take into account the points made by them during their consideration of the draft version.
- b) that the final version of the Strategy be submitted to the Board.
- c) that there should be an annual customer services performance report to the Board.

The Board endorsed a) and c) above but, rather than endorsing b) above, it decided to request officers to circulate the final version of the Strategy to members of the Board by e-mail.

The Board also decided to request that a customer services performance report be submitted to it on an annual basis.

**Future Delivery of ICT** - the Board asked that the Supporting Members Advisory Panel Sub-group, established to consider issues relating to Members' casework, expand its remit to include acting as a reference group for identifying Members' future ICT needs.

**Democratic Engagement Approach** – the Board made a number of suggestion relating to the proposed webcasting of Council meetings and the "I'm a Councillor – get me out of here" initiative. Members were given some suggestions of how they might get involved in future initiatives aimed at encouraging democratic involvement.

The Board requested that a progress report be submitted in September/October 2010.

### **Further reports requested**

Coventry Community Safety Partnership: Draft Community Safety Strategic Assessment 2010/2011 (a progress report in September/October 2010)  
2011 Adult Treatment Plan and Budget (Assessment Strategy - Drugs Team) (a progress report in September/October 2010)

### **Reports noted by the Board**

Six-month cumulative Sickness absence 2009/2010  
Nine-month cumulative sickness absence 2009/2010  
Agency Workers and Interim Managers - quarter 2 Performance Management Report

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