

**SCRUTINY CO-ORDINATION COMMITTEE**

**11<sup>th</sup> July, 2012**

Scrutiny Co-ordination

Committee Members Present: Councillor Mrs. Abbott  
Councillor Mrs. Bigham (Chair)  
Councillor Blundell  
Councillor Foster  
Councillor Lakha  
Councillor McNicholas (Substitute for Councillor Mal Mutton)  
Councillor Sandy (Substitute for Councillor Howells)  
Councillor Skipper (Deputy Chair)  
Councillor Thomas (Substitute for Councillor Mrs. Fletcher)  
Councillor Welsh

Scrutiny Board (4) Members

Present: Councillor Clifford  
Councillor Sandy (also Substitute for Councillor Howells)

Other Members Present:

Councillor Duggins (Cabinet Member (Strategic Finance and Resources))  
Councillor Harvard (Cabinet Member (City Services))

Employees Present:

G. Holmes (Chief Executive's Directorate)  
S. Lal (Customer and Workforce Services Directorate)  
K. Malone (Customer and Workforce Services Directorate)  
J. McLellan (Customer and Workforce Services Directorate)  
M. Watson (Community Services Directorate)  
A. West (Chief Executive's Directorate)

Others Present:

Chief Superintendent Andy Nicholson, West Midlands Police

Apologies:

Councillor Fletcher  
Councillor Howells  
Councillor Mal Mutton

**Public Business**

**1. Declarations of Interest**

There were no declarations of interest made.

## 2. Minutes

- (a) The Minutes of the meetings held on the 21<sup>st</sup> March and 4<sup>th</sup> April, 2012, were noted.
- (b) The Board noted that further to Minute 113/11, monitoring reports on the Shared Space concept would be submitted to a joint meeting of Scrutiny Boards 4 and 6 in August 2012.

## 3. Coventry Community Safety Partnership (CCSP) Annual Strategic Assessment

The Committee received a presentation by Mandie Watson, Community Safety Manager and Chief Superintendent Andy Nicholson, the Chair of the Coventry Community Safety. Members of Streets and Neighbourhoods Scrutiny Board (4) had been invited to attend the meeting for the consideration of this item.

The presentation included:-

- Role, purpose and make-up of the Community Safety Partnership
- Background
- 2011/12 Strategic Assessment
- Findings and CCSP Priorities
- Vulnerable Groups/Priority Victims
- Victim - Causes
- Victim – Effect
- Priority Offenders/Key Groups
- Offenders- Causes
- Offenders – Vulnerable Groups
- Offenders – Effects
- Priority Locations – Findings
- Priority Locations – Issues
- Vulnerable areas within locations
- Summary
- Opportunities for Action
- CCSP – Multi agency Planning and Delivery
- CCSP Structure

Members of the Committee questioned the officer on aspects of the presentation and particularly with regard to comparisons with other cities, sensitivity of sharing information and the public health agenda.

**RESOLVED that the presentation be noted and that Chief Superintendent Andy Nicholson be invited to attend meetings of the Coventry Health and Wellbeing Board.**

## 4. Customer Management – Progress Report on Recommendations of Task and Finish Group

Further to Minutes 82/11, the Committee considered a report by the Director of Customer and Workforce Services which provided an update on the progress made since the recommendations of the Customer Management Task and Finish Group were agreed.

The report detailed action taken on each of the recommendations and identified the next steps and future plans for Customer Management. The work to improve the effectiveness of relationship between front office and back office functions would continue and officers from different services would carry on meeting to ensure there was continuous improvement. With effect from July a member of staff from ICT would be seconded for 12 months, from IT to highways, to work on an action plan of improvements that covered systems integration, reporting on performance, training of employees, streamlining of processes and systems.

There would also be a further roll out of hand held technology to front line operations to remove the paper trail that currently exists. Also systems would be automated to ensure that pothole jobs were closed automatically on the system and there would be an automatic cost recovery through the systems (currently reliant on manual systems where pieces of paper changed hands several times before a job was closed and charged for).

The improvements to the Members' Case-work tool would be evaluated at which point a decision would be made whether to:

- Offer the facility to all elected Members (use would be optional)
- Or whether it would be used by Members' Support staff to manage Casework carried out on behalf of Members

The Contact Centre already had a dedicated Members' hotline and email address and once a final decision was made on the wider roll out of the casework tool this would be integrated into current member provision within the contact centre. Furthermore, once the casework tool was rolled out contact centre staff would ensure that all Members' casework was tracked and followed up so that Councillors would have the most up to date information available with regards to customer queries.

Work with Waste Services and the Contact Centre would continue to further improve the service received and response times. The migration between Customer Relationship Manager (CRM) system and the specification of what the new systems could deliver in the way of back office support would be key.

The introduction in 2012/13 of telematics software would also help the Contact Centre to give real time information to customers on their bin collections and crew location. Further long term work was also planned to link the collections crews directly with the front office and the CRM system.

**RESOLVED that the recommendations of the Task and Finish Group be included in the Customer Management Review and that the Group be thanked for the work they undertook on this Review.**

## **5. Transformation Programme – Scrutiny Engagement**

The Committee considered and noted a report by the Assistant Director Scrutiny and Transformation which summarised recent and planned scrutiny engagement with the programme of Fundamental Service Reviews that make up the Council's transformation programme and accompanied the Transformation Programme Partnership Progress Report

2012 (Minute 6/12 below also refers).

## **6. Transformation Programme – Partnership Progress Report 2012**

With reference to Minute 5/12 above, the Committee considered a report of the Assistant Director Scrutiny and Transformation, which had previously been considered by Cabinet on the 10<sup>th</sup> July, 2012 (their Minute 16/12 refers). The report detailed what had been achieved in the last twelve months, what was planned as the Council moved into year 4 of the Transformation Programme, and how the Programme was contributing to the significant challenges facing the City Council.

### **RESOLVED:-**

- (1) that a report be submitted to a future meeting of the Committee detailing the actual savings achieved from completed reviews.**
- (2) that the Committee note the progress that had been made in delivering specific reviews in the Transformation Programme.**

## **7. Reports Back on Outside Organisations**

The Committee considered a Briefing Note by the Scrutiny Co-ordinator which proposed a revised approach for dealing with reports back from Council representatives on outside organisations.

The Council currently appoints representatives to 75 outside organisations, including some of the governing bodies of the new academies. The Council's Constitution currently requires representatives to report annually on the work of that organisation, the benefits to the City Council of continuing its membership and the added value that the City Council's representatives bring to the organisation. The Constitution also provides for this Committee to decide the organisations from which it wishes to receive reports.

The Committee questioned the officers on aspects of the report and particularly on the criteria for selecting organisations and the proposed options for a future approach to reports back from outside organisations.

### **RESOLVED:-**

- (1) that a working group comprising the following Members be established to look at the criteria for appointments to outside organisations, where reports back should be considered and whether other organisations should be included:-**

**Councillor Abbott  
Councillor Bigham  
Councillor Lakha  
Councillor Skipper**

- (2) that Councillor Mal Mutton be invited to join the Working Group.**

## **8. Scrutiny Work Programme**

The Committee noted the issues identified for the 2012/13 work programme by all the Scrutiny Boards and the Committee itself, which would form the initial work programmes for 2012/13.

## **9. Scrutiny Co-ordination Committee Work Programme 2012/2013**

The Committee noted the Work Programme for the Municipal year 2012/13.

## **10. Outstanding Issues**

There were no outstanding issues.

## **11. Meeting Evaluation**

The Scrutiny Board concluded that although long, the meeting had been very interesting. They requested that in future where there was a presentation, a briefing note and/or a copy of the presentation slides (if appropriate) should be circulated with the agenda.

## **12. Any Other Public Business**

There were no other items of public business.

## **Private Business**

Nil

(Meeting closed at: 12.25 p.m.)