

Coventry City Council
Minutes of the Meeting of Finance and Corporate Services Scrutiny Board (1) held
at 10.00 am on Monday, 4 August 2014

Present:

Members: Councillor R Sandy (Chair)
 Councillor R Brown
 Councillor J Clifford
 Councillor D Galliers
 Councillor M Hammon
 Councillor R Lakha
 Councillor J Mutton
 Councillor T Sawdon

Employees: A Bellingeri, Resources Directorate
 L Commane, Resources Directorate
 M Rossi, Resources Directorate
 C Storey, Resources Directorate
 A West, Resources Directorate

Apologies: Councillor D Gannon, L Harvard and L Kelly

Public Business

1. Declarations of Interest

There were no disclosable pecuniary interests declared.

2. Minutes

The minutes of the Finance and Corporate Services Scrutiny Board (1) held on 14th April 2014 were signed as a true record. The Scrutiny Board noted that the report on the management of risk thresholds for the Coventry Investment Fund was on the work programme to be brought to a future meeting. The briefing note on availability of any grant funding or financial support available to the Council in relation to numbers of students to offset their exemption from paying Council Tax has not been circulated to the Board and will be chased.

3. Customer Journey - Six Month Progress Report

The Scrutiny Board considered a report and a presentation of the Executive Director, Resources containing a six month progress report on the Customer Journey project.

The presentation detailed how the Council was moving to a new website and how the different functions and services would be accessible through an app. The presentation also included results of a survey that was conducted asking Coventry residents whether they would choose to use a computer, tablet or smartphone to access Council Services. The results had shown that 8 out of 10 working-aged

residents were willing to use council services online, whilst 68% of over those aged 65 and above, were not.

The Scrutiny Board further noted how the automated telephony system had helped to improve the customer experience by reducing call volumes through to Advisors. Members noted that the "Inform" system resolved an average of 53% of calls, which meant that the queue length had been reduced to improve customer service.

A new customer service centre was due to be built on floors one and two in Broadgate House and was due to open in September 2015. Access to the centre would be via an existing shop entrance. Members noted that although it was hoped to do most of the Council's business online, there was still a requirement to open a new customer service centre, which would also contain a number of meeting rooms.

Members questioned officers on the capacity of the Council's server and were assured that the increase in demand would not have any effect on IT performance. The Scrutiny Board further questioned officers on the sample size that was used in the survey and requested that this information be circulated to Members of the Board.

The survey had shown that 68% of those aged over 65 were not willing to do their Council business on line and Members were informed that the voluntary sector were involved in supporting the Council in educating older people to use on line services.

The Scrutiny Board were also seeking assurances about how improvements to the overall customer journey would be monitored over the next six months.

RESOLVED, that the Scrutiny Board: -

- 1. Requested that a note be circulated to Members of the Board giving details of the sample size used in the survey.**
- 2. Agreed that a further report to come back in six months with progress on the Customer Journey, financial savings and setting out how improvements to customer journey and customer satisfaction are being monitored.**
- 3. Agreed to send a briefing note to the Cabinet Member (Strategic Finance and Resources) detailing the Scrutiny Board's discussion and seeking assurance that customer experience and satisfaction is being effectively monitored alongside financial savings.**

4. Work Programme

The Scrutiny Board noted that the Pension Fund was due to be considered at their next meeting, together with Electoral Registration. The Scrutiny Board also agreed that the Review of Bailiffs Guidelines be considered in November 2014 and the Procurement Strategy and Social Value Policy be considered in February 2015.

5. **Meeting Evaluation**

The Scrutiny Board evaluated the meeting and their comments would be used to ensure the continued efficiency and effectiveness of future meetings.

6. **Any other items of Public Business**

There were no additional items of public business.

(Meeting closed at 11.20 am)