



Wednesday, 2 November 2022

Dear Sir/Madam

A meeting of the Overview and Scrutiny Committee will be held on Thursday, 10 November 2022 in the Council Chamber, Council Offices, Foster Avenue, Beeston, NG9 1AB, commencing at 7.00 pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	J C Patrick (Chair)	M Hannah
	D K Watts (Vice-Chair)	E Kerry
	S Easom (Vice-Chair)	P J Owen
	M J Crow	R S Robinson
	S Dannheimer	C M Tideswell
	L Fletcher	I L Tyler
	J C Goold	

A G E N D A

1. APOLOGIES

To receive apologies and to be notified of the attendance of substitutes.

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

(Pages 3 - 6)

The Committee is asked to confirm and sign the minutes of the meeting held on 19 October 2022 as a correct record.

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4. MINUTES FROM WORKING GROUPS

There are no Minutes from Working Groups of the Overview and Scrutiny Committee as no meetings have taken place.

5. UPDATE FROM CABINET

The Committee will receive an update on the submission of the Review of Telephone Answering and Customer Services to Cabinet on 1 November 2022.

6. CONSIDERATION OF CALL - IN

To consider any matter referred to the Committee for a decision in relation to the call in of a decision.

7. CABINET WORK PROGRAMME

(Pages 7 - 8)

To inform the Committee of items on the Cabinet's work programme, from which items for scrutiny may be identified.

8. SCOPING TOPIC-MISSED BINS

(Pages 9 - 10)

Members are asked to scope the topic Missed Bins at the meeting.

9. SCOPING TOPIC - COST OF LIVING

(Pages 11 - 12)

Members are asked to scope the topic Cost of Living at the Committee.

10. WORK PROGRAMME

(Pages 13 - 16)

Committee is asked to approve its Work Programme, including identifying topics for scrutiny, that will help to achieve the Council's key priorities and associated objectives.

OVERVIEW AND SCRUTINY COMMITTEE

WEDNESDAY, 19 OCTOBER 2022

Present: Councillor J C Patrick, Chair

Councillors: D K Watts
S Easom
S Dannheimer
L Fletcher
J C Goold
M Hannah
E Kerry
P J Owen
C M Tideswell
I L Tyler

Apologies for absence were received from Councillors M J Crow and R S Robinson

15 DECLARATIONS OF INTEREST

There were no declarations of interest.

16 MINUTES

The minutes of the meeting held on 7 July 2022 were confirmed and signed as a correct record.

17 CONSIDERATION OF CALL-IN

Members noted that there were no items for consideration for Call-In.

18 MINUTES FROM WORKING GROUPS

Members noted the Minutes from the Overview and Scrutiny Working Group.

19 HOUSING REPAIRS UPDATE

The Committee was updated on the function of the Housing Repairs Services from the Head of Housing.

It was noted that the Housing Repairs Service had been recently transferred into Housing from Asset Management. The review was now being undertaken by the Head of Housing and the aim was to continue to increase the level of customer service experience by ensuring good record keeping, providing operatives with adequate van stock and continue to make progress to getting it right first time.

The implementation date of the National Housing Federation software was still to be confirmed but was a solution to support the process with the correct schedule of rates for jobs, allocation of times and reporting within the back office function. It was further noted a freeze on recruitment for this area had caused some work pressures especially with annual leave and allocated jobs had to be cancelled to accommodate emergencies. The freeze had been necessary to evaluate the needs of the service and to align the terms and conditions of current staff. Interim resource and recruitment of multi skilled operatives would hopefully fill the gap in the short term.

It was agreed to invite the Head of Housing for an update at a future meeting.

20 OVERVIEW AND SCRUTINY COMMITTEE WORKING GROUP - REVIEW OF TELEPHONE ANSWERING AND CUSTOMER SERVICES

The Chair of the Overview and Scrutiny Working Group presented the report to the Committee on the Review of Telephone Answering and Customer Services. He thanked Members of the Working Group and commented that the group had worked well together. The conclusions of the report were discussed that it had been positive that there had been improving levels of call answering but fluctuation caused further concern.

The Committee considered the recommendations to Cabinet. Discussion of monitoring calls, management responsibility and impact of planning queries ensued. Members were updated at the meeting that there would be further information provided by the Head of Planning and Regeneration on the Duty Planning availability, call answering and support to the department for answering queries from members of the public in the next Member Matters.

A suggestion to add a scrutiny topic: Service Provided by the Duty Planning Team and Acknowledgment of Calls was considered by the Committee and agreed to add to the Overview and Scrutiny Work Programme.

The Portfolio Holder for Resources and Personnel Policy was present at the meeting.

RESOLVED that the following be RECOMMENDED to Cabinet:

- 1. Staffing contingency arrangements be considered for the Contact Centre during peak times in order for residents calls to be answered, in addition to the use of market supplements to address staffing issues.**
- 2. Key Performance Indicators be introduced in relation to departmental call answering data to monitor performance and provide feedback.**
- 3. The answerphone greeting should be standardised across the Authority and be conducted by the Individual Officer. For all Officers to follow a set process of answering calls across the Authority. Officers should only use answerphone messages if they are away for no more than 24 hours and messages should be replied to the following working day. If Officers are to be away for longer the call**

would enter a hunt group to be answered by a colleague. This should be included in the Customer Services' Strategy.

4. The phone message that reminds customers of the possibility of resolving issues by visiting the Councils website to be reviewed, the length of the message reduced and repetition of the message reduced.

RESOLVED that a Scrutiny Topic: Service Provided by the Duty Planning Team and Acknowledgment of Calls be added to the Overview and Scrutiny Work Programme.

21 AGILE WORKING

Members welcomed a presentation on agile working from the Executive Director to assist the Committee to review the item. The presentation provided information to the Committee with Pre- pandemic data up to the current year to analyse service performance, statistical information on complaints, compliments, digital services that had supported members of public to move to making payments online, and sickness information of employees.

Some Members of the Committee requested that further information was required to answer some of the queries identified within the scoping form. The presentation provided statistical information and data but further information was required to answer further queries.

Members proposed that a working group be formed to scrutinise the topic further. The nominations were Councillors S. Dannheimer, I L Tyler, M Hannah, S Easom, and L Fletcher.

RESOLVED that:

1. A Working Group be set up to scrutinise the Agile Working topic.
2. The Working Group to be Chaired by Councillor S Dannheimer and the Vice Chair Councillor S Easom.

22 CABINET WORK PROGRAMME

The Committee noted the Cabinet Work Programme.

23 SCRUTINY WORK PROGRAMME

The Committee considered the Work Programme. Missed Bins and Cost of Living was chosen as topics by the Committee. The topics would be scoped at the next meeting.

RESOLVED that the work Programme be approved.

24 SCOPING TOPIC REVIEW

Members agreed for the Chair and Vice Chairs of Overview and Scrutiny Committee to scope the Missed Bin topic and Cost of Living would be scoped at the next meeting.

Report of the Leader of the Council

CABINET WORK PROGRAMME

1. Purpose of Report

Cabinet is asked to approve its Work Programme, including potential key decisions that will help to achieve the Council’s key priorities and associated objectives.

2. Recommendation

Cabinet is asked, that the Work Programme, including key decisions, be approved.

3. Detail

The Work Programme for future meetings is set out below. Key decisions are marked with an asterisk*.

8 December 2022	<p><u>Environment and Climate Change</u></p> <ul style="list-style-type: none"> • Garden Waste Subscription fee <p><u>Housing</u></p> <ul style="list-style-type: none"> • Housing Furniture Scheme <p><u>Community Safety</u></p> <ul style="list-style-type: none"> • Safe Access Home at Night <p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> • Training Plan • Legal Services Restructure • Customer Services Strategy • Wellbeing Strategy • Cost of Living <p><u>Economic Development and Asset Management</u></p> <ul style="list-style-type: none"> • Asset Management Strategy
20 December 2022	<p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> • Local Government Finance Settlement 2023/24 • Budget Consultation Response • Treasury Management/Prudential Indicators 2022/23 Mid-Year report • Capital Programme Update 2022/23 • Revenue Budget variations 2022/23 • Grants to Voluntary and Community Organisations • Pay Policy 2023-24 • Environment Fees and Charges • Council Tax Base 2023/24

	<p><u>Housing</u></p> <ul style="list-style-type: none"> • Housing Delivery Plan <p><u>Environment and Climate Change</u></p> <ul style="list-style-type: none"> • Waste Strategy • Trees • Electrical Vehicle Charging Points <p><u>Leisure and Health</u></p> <ul style="list-style-type: none"> • Leisure Centre Update. <p><u>Economic Development and Asset Management</u></p> <ul style="list-style-type: none"> • Ground Floor Reception Alterations
17 January 2023	<p><u>Housing</u></p> <ul style="list-style-type: none"> • Mobility Scooter Policy <p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> • Local Council Tax Support Scheme • Communications and Engagement Strategy
7 February 2023	<p><u>Housing</u></p> <ul style="list-style-type: none"> • Housing Management of Communal Areas Policy <p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> • Irrecoverable Arrears • Housing Benefit-War Pension Disregard • Budget Proposals and Associated Strategies
14 March 2023	<p><u>Resources and Personnel Policy</u></p> <ul style="list-style-type: none"> • Grants to Voluntary and Community Organisations • Equality and Diversity Annual Report <p><u>Community Safety</u></p> <ul style="list-style-type: none"> • Broxtowe Crime Reduction Action Plan 2023-2024 • Hate Crime Pledge • Serious Organised Crime Strategy <p><u>Leisure and Health</u></p> <ul style="list-style-type: none"> • Armed Forces Community Covenant Action Plan 2023-2025

4. Legal Implications

The terms of reference are set out in the Council's constitution. It is good practice to include a work programme to help the Council manage the portfolios.

5. Background Papers

Nil.

Scoping Report

Title of review			
Expected outcomes			
Terms of reference/Key lines of enquiry			
Possible sources of information			
How review could be publicised			
Specify site visits			
Possible witnesses			
Resource requirements			
Projected start date		Draft report deadline	
Projected completion date			

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Scoping Report

Title of review			
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Terms of reference/Key lines of enquiry			
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Report of the Executive Director

SCRUTINY WORK PROGRAMME

1. Purpose of report

The purpose of this report is to make Members aware of matters proposed for and undergoing scrutiny. This is in accordance with all of the Council's priorities.

2. Recommendation

The Committee is asked to CONSIDER the report and RESOLVE to agree subjects to be considered for review.

3. Detail

Details of the reviews currently

In addition to aligning with corporate priorities members may wish to consider the criteria for topic selection as:

- Issues identified by members as a key issue for the public
- Issue has a significant local impact
- Significant public dissatisfaction (e.g. through complaints)
- Issue raised by auditors
- New government guidance/legislation
- New evidence provided by external organisation
- Poor performance (e.g. evidence from performance indicators)
- High level budgetary commitment
- Pattern of budgetary overspending.

4. The work programme for the next five meetings is as follows

10 November 2022	• Future Reviews to be set by Committee
12 January 2022	• Future Reviews to be set by Committee
30 January 2023	• Budget Review
31 January 2023	• Budget Review
23 February 2023	• Consideration of a future work programme

Background papers

Nil

APPENDIX

1. Topics under review:

Topic	Committee/Group	Start date	Proposed Cabinet submission
Telephone Answering and Customer Services	Overview and Scrutiny Working Group	11/07/22	01/11/22
Agile Working	Overview and Scrutiny Committee/Working Group	19/10/22	TBC
Cost of Living	Overview and Scrutiny Committee	10/11/2022	TBC

2. Topics reserved for future consideration:

	Topic	Topic suggested by	Link to corporate priorities/values
1.	Missed Bin Collections	Councillor P J Owen	Continuous improvement and delivering value for money
2.	Broxtowe Lotto	Councillor S J Carr	A strong caring focus on the needs of all communities
3.	Disabled Facilities Grants	Councillor B C Carr	The Housing aim of a good quality home for everyone
4.	Kimberley Leisure Centre	Councillor S Easom	Continuous improvement and delivering value for money
5.	Environment Strategy	Overview and Scrutiny Committee	This links to all of the Council's Corporate Priorities.
6.	Child Poverty	Overview and Scrutiny Committee	A strong caring focus on the needs of all communities
7.	Budget Consultation	Overview and Scrutiny Committee	Continuous improvement and delivering value for money

	Topic	Topic suggested by	Link to corporate priorities/values
8.	Houses In Multiple Occupation	Overview and Scrutiny Committee	The Housing aim of a good quality home for everyone
9.	Service Provided by the Duty Planning Team and Acknowledgment of Calls	Overview and Scrutiny Committee	Continuous improvement and delivering value for money

3. Topics deferred:

	Topic	Topic suggested by	Notes	Link to corporate priorities/values
1.	Housing Repairs Review	Councillor P J Owen	This topic has been deferred to allow for services to be reviewed. Committee to be updated at a future meeting from Head of Housing.	Continuous improvement and delivering value for money

4. Topics suggested for Scrutiny since the last meeting:

	Topic	Topic suggested by	Expected outcomes	Link to corporate priorities/values
1.	Homes for Life	Cabinet	To ensure that future house designs in the borough considered adaptations for the future needs of residents.	The Housing aim of a good quality home for everyone

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