

WYRE FOREST DISTRICT COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

COUNCIL CHAMBER, WYRE FOREST HOUSE, FINEPOINT WAY, KIDDERMINSTER

THURSDAY, 21ST FEBRUARY 2013 (6.00PM)

Present:

Councillors: H E Dyke (Chairman), T Ingham (Vice-Chairman), R Bishop, C Brewer, N Gale, J Greener, J A Hart, P V Hayward, V Higgs, N Knowles, D C H McCann, B McFarland, J Phillips, M Rayner, C Rogers, M A Salter, J A Shaw and D R Sheppard.

Observers

Councillor A T Hingley.

OS.86 Apologies for Absence

Apologies for absence were received from Councillors: E Davies, H J Martin, A M Sewell, S J Williams and G C Yarranton.

OS.87 Appointment of Substitutes

Councillor N Knowles was appointed as a substitute for Councillor A M Sewell. Councillor M A Salter was appointed as a substitute for Councillor G C Yarranton. Councillor J A Shaw was appointed as a substitute for Councillor H J Martin.

OS.88 Declarations of Interests by Members

No declarations of interest were made.

OS.89 Minutes

Decision: The minutes of the meeting held on 7th February 2013 be confirmed as a correct record and signed by the Chairman.

Councillor A T Hingley entered the meeting at this point, (6.03pm).

The Chairman introduced the Director of Community Well-Being and Environment, the Corporate Customer Development Manager and Alison Wallace, a Customer Services Advisor (CSA) from the Worcestershire HUB to the meeting, who would present Members with an update on Systems Thinking. The Systems Thinking update was requested at the Committee meeting in November 2012 following the Quarter 2 Performance Update report.

Councillor D R Sheppard entered the meeting at this point, (6.04pm).

OS.90 How Are We Doing? Performance Update

The Committee received a presentation which provided a general overview on the process involved and an update on the current interventions being undertaken. Members were advised the interventions were based around the Council's corporate purposes and the process was about involving the people who delivered the services and looking at services from the customers' perspective.

The Committee then heard from the CSA who had been involved in the 'help me with my financial situation' intervention. Members were advised that the new way of working gave the CSA much more job satisfaction as she was now empowered and trusted to make decisions. Previously the CSA role was that of an information taker, she now felt she was able to resolve more issues at the first point of contact with the customer.

In response to concerns made by Members regarding capacity issues at the HUB with the forthcoming changes to the benefits and welfare systems, the Director of Community Well-Being and Environment advised Members that there was confidence in the new systems and practices in place at the HUB and there had not been a massive reduction in staff numbers within customer services.

The Committee considered the performance update report for quarter 3. The Business Improvement Officer led Members through the report and advised it was shorter than previous months as many of the actions had been completed. In response to a Members' question regarding the satisfactory resolution of the snagging list for completion of the new HQ building, the Business Improvement Officer agreed to obtain a summary of remaining work items for Wyre Forest House which needed resolving before the Council finalised payment under the contract.

Agreed:

- 1. The Systems Thinking Presentation be noted.**
- 2. The progress in performance for quarter 3 be noted.**
- 3. The Business Improvement Officer to obtain a summary of remaining work items for Wyre Forest House which needed resolving before the Council finalised payment under the contract. The Democratic Services Officer to circulate the summary to Members.**

OS.91 Update From Members' Forum on Scrutiny Exercise

The Committee considered a report on an exercise undertaken at the Members' Forum on 17th January 2013 which identified potential areas of work, services and outside bodies for scrutinising as part of the Overview and Scrutiny Committees future work programme.

The Chairman assured Members that the concerns raised at the Members' Forum, which included the length of agendas and there only being one scrutiny committee had been raised at the last Group Leaders meeting. It was also noted that meeting times of review panels could be tailored to accommodate Panel Members commitments and public participation in scrutiny reviews would be encouraged.

Agreed: The items identified to be progressed to the next stage by way of completion of Scrutiny Proposal Forms. The Democratic Services Officer to send forms to those Councillors that expressed an interest to be involved.

OS.92 Work Programme

Agreed: The Democratic Services Officer to add the Scrutiny Proposal Form submitted by Councillor V Higgs onto the Work Programme.

OS.93 Press Involvement

There were no future items that might require scrutiny.

There being no further business, the meeting ended at 7.17pm.