

# Public Document Pack

Mid Devon District Council

## Scrutiny Committee

Monday, 24 May 2021 at 2.15 pm  
Exe Room, Phoenix House, Tiverton

Next ordinary meeting  
Monday, 21 June 2021 at 2.15 pm

**Important** - this meeting will take place at Phoenix House, but members of the Public and Press can and should attend via Zoom only. Please do not attend Phoenix House without prior agreement. The attached Protocol for Hybrid Meetings explains how this will work.

Join Zoom Meeting

<https://zoom.us/j/94550504617?pwd=QTlvUHlVNHlDYzloR0x6L2lJdXNSUT09>

Meeting ID: 945 5050 4617

Passcode: 055258

One tap mobile

08003582817,,94550504617#,,,,\*055258# United Kingdom Toll-free

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Dial by your location

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0 800 031 5717 United Kingdom Toll-free

0 800 260 5801 United Kingdom Toll-free

Meeting ID: 945 5050 4617

Passcode: 055258

## Membership

Cllr B G J Warren

Cllr G Barnell

Cllr E J Berry

Cllr W Burke

Cllr Mrs F J Colthorpe

Cllr L J Cruwys

Cllr J M Downes

Cllr Mrs S Griggs

Cllr P J Heal

Cllr F W Letch

Cllr R F Radford

Cllr A Wilce

**Due to the current circumstances, in the event that the meeting is inquorate or there is no business to be transacted, the meeting will not take place.**

## **A G E N D A**

*Members are reminded of the need to make declarations of interest prior to any discussion which may take place*

- 1       **ELECTION OF VICE CHAIRMAN**  
To elect a Vice Chairman for the 2021-2022 municipal year.
  
- 2       **HYBRID MEETING PROTOCOL** (*Pages 5 - 12*)  
Members to note the Hybrid meeting protocol.
  
- 3       **START TIME OF MEETINGS**  
Members to agree the start time of meetings for the remainder of the municipal year
  
- 4       **APOLOGIES AND SUBSTITUTE MEMBERS**  
To receive any apologies for absence and notices of appointment of substitute Members (if any).
  
- 5       **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT**  
Councillors are reminded of the requirement to declare any interest, including the type of interest, and reason for that interest, either at this stage of the meeting or as soon as they become aware of that interest.
  
- 6       **PUBLIC QUESTION TIME**  
To receive any questions relating to items on the Agenda from members of the public and replies thereto.  
  
Note: A maximum of 30 minutes is allowed for this item.
  
- 7       **MINUTES OF THE PREVIOUS MEETING** (*Pages 13 - 18*)  
Members to consider whether to approve the minutes as a correct record of the meeting held on 19<sup>th</sup> April 2021.  
  
The Committee is reminded that only those members of the Committee present at the previous meeting should vote and, in doing so, should be influenced only by seeking to ensure that the minutes are an accurate record.
  
- 8       **DECISIONS OF THE CABINET**  
To consider any decisions made by the Cabinet at its last meeting that have been called-in.

**Stephen Walford**  
Chief Executive  
Friday, 14 May 2021

## Covid-19 and meetings

From 7 May 2021, the law requires all councils to hold formal meetings in person. However, the Council is also required to follow government guidance about safety during the pandemic. For a short period – probably until 30 June – the Council will enable all people to continue to participate in meetings via Zoom.

You are strongly encouraged to participate via Zoom to keep everyone safe - there is limited capacity in meeting rooms if safety requirements are to be met. There are restrictions and conditions which apply to those in the building and the use of the building. You must not attend a meeting at Phoenix House without complying with the requirements in the new protocol for meetings. You must follow any directions you are given.

Please read the new meeting protocol which is available here: <https://democracy.middevon.gov.uk/documents/s21866/aaaaHybridMeetingProtocolMay2021.pdf>

If you want to ask a question or speak, email your full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) by no later than 4pm on the day before the meeting. This will ensure that your name is on the list to speak and will help us ensure that you are not missed – as you can imagine, it is easier to see and manage public speaking when everyone is physically present in the same room. Notification in this way will ensure the meeting runs as smoothly as possible.

If you would like a copy of the Agenda in another format (for example in large print) please contact Carole Oliphant on:

Tel: 01884 234209

E-Mail: [coliphant@middevon.gov.uk](mailto:coliphant@middevon.gov.uk)

1.

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## Mid Devon District Council – Hybrid Meeting Protocol

### 1. Introduction

Remote meetings via Zoom have been used during the Covid-19 pandemic in accordance with the temporary legislation. That legislation ceases to apply from 7 May 2021. However, Covid-19 legislation and guidance continues in place and this places specific requirements for meetings in relation to health and safety, risk assessments and related matters.

The Council has therefore put in place temporary arrangements which will enable meetings to take place in compliance with legislation, whilst providing alternative participation opportunities to maintain a Covid-19 safe environment. All are asked to remember that the Council's offices at Phoenix House are not just meeting rooms – they are the place of employment for many and there are implications beyond just how the meetings are held.

The arrangements set out in this Protocol will apply to meetings from 7 May 2021 to (and including) 30 June 2021, unless the Council decides to change, curtail or extend them. At the date of this Protocol, it is expected that arrangements may change later this year – because the Government may change the law, the Covid-19 pandemic may have further receded and/or the Council makes alternative arrangements.

### 2. Hybrid arrangements – how will they work?

The primary objective is to ensure that meetings can continue as safely as possible and that the rights of Members and the Public are not diminished simply because the meeting is being held through a mix of online and face-to-face means. The Chairman will retain control and discretion over the conduct of the meeting and the Zoom host will provide administrative support to facilitate the meeting.

Please note that, exceptionally, meeting arrangements may change – in response to legislation, court decisions, or risk. This may include a meeting being postponed, or the hybrid arrangements changing or being withdrawn. We ask that you check the arrangements in advance of joining or attending the meeting.

#### (a) Members (councillors) entitled to vote

All Members entitled to vote in a meeting must be present in the same room – if they are to be classed as 'present' (count towards the quorum) and to cast a vote. If a Member entitled to vote is not in the room, they may still participate via Zoom (see below), but they will not be present (quorum) nor be able to vote.

#### (b) Other Members, Officers and the Public

The Council will use Zoom to enable all other Members, officers and the Public to attend and participate in meetings safely. Zoom will be enabled in all public meetings. Those attending the meeting physically will be able to see and hear Zoom participants via the existing large TV/monitor screens in the meeting rooms.

Those on Zoom will be able to hear Members in the room and see them – although this will be a whole room view and there will be no zooming in on individual members. It is essential therefore those Members present in the room use the microphones at all times and identify themselves before speaking.

There will be some Officers in the room – the Committee Administrator, the Zoom host and, at times, an additional support officer. There may also be a meeting room host to manage the safety of the meeting. All other Officers should use Zoom, unless they are specifically invited into the room by the Chairman of the meeting.

### **3. Zoom**

Zoom is the system the Council will be using for those attending Hybrid meetings remotely. It has functionality for audio, video, and screen sharing and you do not need to be a member of the Council or have a Zoom account to join a Zoom meeting.

### **4. Access to documents**

Member Services will publish the agenda and reports for committee meetings on the Council's website in line with usual practice. Paper copies of agendas will only be made available to those who have previously requested this and also the Chair of a meeting.

If any other Member wishes to have a paper copy, they must notify Member Services before the agenda is published, so they can arrange to post directly – it may take longer to organise printing, so as much notice as possible is appreciated.

The Public should continue to access agendas via the Council's website - and are encouraged to do so even after the offices at Phoenix House are open again.

### **5. Setting up the Meeting for Zoom attendance**

This will be done by Member Services. They will send a meeting request via Outlook which will appear in Members' Outlook calendar. Members and Officers will receive a URL link to click on to join the meeting. The Public will use the Zoom details on the front of the agenda. The telephone dial-in via Zoom will also be available.

### **6. Public Access and Participation**

#### **(a) Public Access:**

Members of the Public will be able to use a web link and standard internet browser. This will be displayed on the front of the agenda. Members of the Public should attend a meeting via Zoom, unless there are exceptional circumstances justifying attendance in person.

If any member of the Public still wishes to attend in person, they must notify Member Services **at least 3 working days before the meeting**. Notifications must be sent by email to:

[Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk)

<b>Day of meeting</b>	<b>Notice given by</b>
Monday	Previous Wednesday
Tuesday	Previous Thursday
Wednesday	Previous Friday
Thursday	Monday
Friday	Tuesday

The meeting risk assessment may need to be updated. Member Services will liaise with the Chief Executive, Monitoring Officer and the Chairman of the meeting. A decision will be taken on whether attendance in person can be safely accommodated.

(b) Public Participation (speaking):

Public questions will continue in line with the Council's current arrangements as far as is practicable. However, to ensure that the meeting runs smoothly and that no member of the public is missed, all those who wish to speak must register **by 4pm on the day before the meeting**. They should email their full name to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk). If they wish to circulate their question in advance, that would be helpful.

At public question time, the Chair will ask each registered person to speak at the appropriate time. In the normal way, the public should state their full name, the agenda item they wish to speak to **before** they proceed with their question. Unless they have registered, a member of the public may not be called to speak, except at the discretion of the Chairman.

If a member of the public wishes to ask a question but cannot attend the meeting for whatever reason, there is nothing to prevent them from emailing members of the Committee with their question, views or concern in advance. However, if they do so, it would be helpful if a copy could be sent to [Committee@middevon.gov.uk](mailto:Committee@middevon.gov.uk) as well.

## **7. Arrangements for any person attending meetings at Phoenix House**

Anyone attending a meeting in person must observe the following requirements:

- (a) For non-voting members, officers and the Public – are there exceptional circumstances to justify attending? If so, please notify in advance and in paragraph 6 above. It is essential that the Council knows who is attending and how many will be in the room, so that the meeting risk assessment can be updated.

- (b) Do not attend if you: have any symptoms of Covid-19; are self-isolating (with or without a positive Covid-19 test); or are in a period of post-travel quarantine.
- (c) Wear a mask at all times except when invited to speak by the Chairman of the meeting. If you have a medical exemption for wearing a mask, please attend via Zoom unless you are a Member who must attend to vote.
- (d) Use the hand sanitiser which is available in the building.
- (e) Follow the directions for entering, moving around and exiting the building. Follow the instructions of any Officer present to manage the safety of the meeting and/or the Chairman.
- (f) Sign into the meeting if requested to do so – you may be asked to leave contact details
- (g) Enter and leave the building promptly – do not gather inside after the meeting has finished, or during any break in the meeting
- (h) Bring your own water/refreshments, as these will not be available for the time being.
- (i) Maintain social distancing throughout – this is 2 metres apart, or 1 metre with additional safeguards (e.g. face masks).

## **8. Starting the Meeting**

At the start of the meeting, the Member Services Officer will check all required attendees are present and that there is a quorum. If there is no quorum, the meeting will be adjourned. This applies if, during the meeting, it becomes inquorate for whatever reason.

The Chair will remind all Members, Officers and the Public attending via Zoom that **all microphones must be muted**, unless and until they are speaking. This prevents background noise, coughing etc. which is intrusive and disruptive during the meeting. The Hosting Officer will enforce this and will be able to turn off participant mics when they are not in use.

## **9. Declaration of Interests**

Members should declare their interests in the usual way. A Member with a disclosable pecuniary interest is required to leave the room. If they are attending via Zoom, they will be moved to the waiting room for the duration of the item.

## **10. The Meeting and Debate**

- (a) For Members and Officers physically present



Each member should raise their hand to indicate a request to speak. When called, they must identify themselves for the recording and for the benefit of those attending via Zoom. The microphone must be used when speaking – standing will make it difficult for those on Zoom to hear and is discouraged, including at meetings of Full Council.

(b) For any person attending via Zoom

The Council will not be using the Chat function. The Chairman will call speakers in accordance with the usual rules i.e. either at Public Question Time, or for Members and Officers, when they raise their Zoom hand to speak.

No decision or outcome will be invalidated by a failure of the Chair to call a member to speak – remote management of meetings is intensive and the Hybrid arrangements are likely to be more so. It is reasonable to expect that some requests will be inadvertently missed from time to time.

When referring to reports or making specific comments, Members and Officers should refer to the report and page number whenever possible. This will help all present or in attendance to have a clear understanding of what is being discussed.

## **11. Voting**

Voting for meetings in person is normally through a show of hands. The Member Services Officer will announce the numerical result of the vote for the benefit of those attending via Zoom.

## **12. Meeting Etiquette Reminder for Zoom attendees**

- Mute your microphone – you will still be able to hear what is being said.
- Only speak when invited to do so by the Chair.
- Speak clearly and please state your name each time you speak
- If you're referring to a specific page, mention the page number.

## **13. Part 2 Reports and Debate**

There are times when council meetings are not open to the public, when confidential, or “exempt” issues – as defined in Schedule 12A of the Local Government Act 1972 – are under consideration.

If there are members of the public and press attending the meeting, then the Member Services Officer will, at the appropriate time, remove them to a waiting room for the duration of that item. They can then be invited back in when the business returns to Part 1.

Please turn off smart speakers such as Amazon Echo (Alexa), Google Home or smart music devices. These could inadvertently record phone or video conversations, which would not be appropriate during the consideration of confidential items.

#### **14. Interpretation of standing orders**

Where the Chairman is required to interpret the Council's Constitution and procedural rules and how they apply to remote attendance, they may take advice from the Member Services Officer or Monitoring Officer prior to making a ruling. However, the Chair's decision shall be final.

#### **15. Disorderly Conduct by Members**

If a Member behaves in the manner as outlined in the Constitution (persistently ignoring or disobeying the ruling of the Chair or behaving irregularly, improperly or offensively or deliberately obstructs the business of the meeting), any other Member may move 'That the member named be not further heard' which, if seconded, must be put to the vote without discussion.

If the same behaviour persists and a Motion is approved 'that the member named do leave the meeting', then (if attending via Zoom) they will be removed as a participant by the Member Services Officer.

#### **16. Disturbance from Members of the Public**

If any member of the public interrupts a meeting the Chairman will warn them accordingly. If that person continues to interrupt or disrupt proceedings the Chairman may ask the Member Services Officer to remove them as a participant from the meeting.

#### **17. Technical issues – meeting management**

If the Chairman, the Hosting Officer or the Member Services Officer identifies a problem with the systems from the Council's side, the Chairman should either declare a recess while the fault is addressed or, if the fault is minor (e.g. unable to bring up a presentation), it may be appropriate to move onto the next item of business in order to progress through the agenda. If it is not possible to address the fault, the meeting will be adjourned until such time as it can be reconvened.

If the meeting was due to determine an urgent matter and it has not been possible to continue because of technical difficulties, the Chief Executive, Leader and relevant Cabinet Member, in consultation with the Monitoring Officer, shall explore such other means of taking the decision as may be permitted by the Council's constitution.

Where any Member, Officer or the Public experience their own technical problems during the course of a meeting e.g. through internet connectivity or otherwise, the meeting will not be automatically suspended or adjourned.

#### **18. Technical issues – Individual Responsibility (Members and Officers)**

Many members, officers and the Public live in places where broadband speeds are poor, but technical issues can arise at any time for a number of reasons. The following guidelines, if followed, should help reduce disruption.

- Join public Zoom meetings by telephone if there is a problem with the internet. Before all meetings, note down or take a photograph of the front page of the agenda which has the necessary telephone numbers. Annex 1 to this protocol contains a brief step-by-step guide to what to expect
- Consider an alternative location from which to join the meeting, but staying safe and keeping confidential information secure. For officers, this may mean considering whether to come into the office, subject to this being safe and practicable (childcare etc.)
- Have to hand the telephone number of someone attending the meeting – and contact them if necessary to explain the problem in connecting
- Officers should have an ‘understudy’ or deputy briefed and on standby to attend and present as needed (and their telephone numbers to hand)

## Phone only access to zoom meetings

(Before you start **make sure you know the Meeting ID and the Meeting Password**) – Both of these are available on the agenda for the meeting

**Call the toll free number** either on the meeting agenda or on the Outlook appointment (this will start with 0800 --- ----)

(Ensure your phone is on 'speaker' if you can)

A message will sound saying *"Welcome to Zoom, enter your meeting ID followed by the hash button"*

- **Enter Meeting ID followed by #**

Wait for next message which will say *"If you are a participant, please press hash to continue"*

- **Press #**

Wait for next message which will say *"Enter Meeting Password followed by hash"*

- **Enter 6 digit Meeting Password followed by #**

Wait for the following two messages:

*"You are currently being held in a waiting room, the Host will release you from 'hold' in a minute"*

**Wait.....**

*"You have now entered the meeting"*

### Important notes for participating in meetings

Press **\*6** to toggle between **'mute'** and **'unmute'** (you should always ensure you are muted until you are called upon to speak)

If you wish to speak you can **'raise your hand'** by pressing **\*9**. Wait for the Chairman to call you to speak. The Host will lower your hand after you have spoken. Make sure you mute yourself afterwards.

## MID DEVON DISTRICT COUNCIL

**MINUTES** of a **MEETING** of the **SCRUTINY COMMITTEE** held on 19 April 2021 at 2.15 pm

### **Present**

#### **Councillors**

F W Letch (Chairman)  
G Barnell, W Burke, Mrs F J Colthorpe,  
L J Cruwys, J M Downes, Mrs S Griggs,  
S J Penny, R L Stanley, B G J Warren and  
A Wilce

### **Apologies**

#### **Councillor(s)**

E J Berry

### **Also Present**

#### **Councillor(s)**

Mrs C P Daw, R M Deed, R J Dolley, B A Moore and  
Mrs N Woollatt

### **Also Present**

#### **Officer(s):**

Andrew Jarrett (Deputy Chief Executive (S151)), Jill May (Director of Business Improvement and Operations), Maria De Leburne (Legal Services Team Leader), Philip Langdon (Solicitor), Lisa Lewis (Corporate Manager for Business Transformation and Customer Engagement), Catherine Yandle (Operations Manager for Performance, Governance and Health & Safety), Clare Robathan (Policy and Research Officer) and Carole Oliphant (Member Services Officer)

## 197 **APOLOGIES AND SUBSTITUTE MEMBERS (0.03.50)**

Apologies were received from Cllr E J Berry.

## 198 **REMOTE MEETINGS PROTOCOL (0.04.29)**

The Committee had before it, and **NOTED**, the \*remote meetings protocol.

Note: \*Protocol previously circulated and attached to the minutes

## 199 **DECLARATIONS OF INTEREST UNDER THE CODE OF CONDUCT (0.04.42)**

Members were reminded of the need to make declarations where appropriate.

## 200 **PUBLIC QUESTION TIME (0.04.50)**

Questions for Scrutiny 19/04/2021 – from Nick Quinn (Local Resident)

Concerning Agenda Items: 9 (Cabinet Member for Finance - Update)

I am surprised that this 'update' from the Cabinet Member for Finance does not mention the Millions of pounds, from the Council's cash balances, currently on loan to 3Rivers Developments Ltd.

In the last section, the Cabinet Member states that: "the Council must also continue to explore more commercial new opportunities recognising the attendant increased portfolio of risk likely to be more subject to market/demand volatility". I emphasise the use of MUST in this sentence.

Traditionally, Councils have been risk averse with their investments. Mid Devon is not being so careful - there is even a warning that "This may require that reserve levels are once again reviewed".

The Cabinet Member promises that "any such decisions will be the subject of rigorous due diligence". I hope that Scrutiny Committee will play a key role in ensuring that such "rigorous due diligence" does, in fact, take place.

Whilst mentioning "risk and volatility" in his 'update', the Cabinet Member does not make it clear what level of risk, or volatility, he considers it is acceptable to take when investing, or loaning, public money.

Nor is it obvious how the "risk and volatility" relates to the Risk Reports that are regularly passed to Committees and the Cabinet.

So I ask the Cabinet Member for Finance:

When considering investment of public money in new, or existing, commercial ventures, please could you explain;

- a) How the risk/volatility, of a potential investment/loan, is assessed?
- b) What level of risk/volatility would prevent an investment, or loan, from taking place?
- c) How the assessment of risk/volatility relates to the Risk Reports?

#### 201 **MEMBER FORUM (0.07.40)**

Members requested a monthly update from the Chief Executive about vacancies in the Planning Department.

#### 202 **MINUTES OF THE PREVIOUS MEETING (0.15.00)**

The minutes of the last meeting held on 15<sup>th</sup> March 2021 were approved as a correct record.

#### 203 **DECISIONS OF THE CABINET (0.25.31)**

The Committee **NOTED** that none of the decisions made by the Cabinet on 8<sup>th</sup> March 2021 had been called in.

#### 204 **CHAIRMAN'S ANNOUNCEMENTS (0.25.43)**

The Chairman informed Members that he had held a meeting with the Scrutiny Officer and Cllr Miss J Norton to progress Motion 564.

## 205 CABINET MEMBER FOR FINANCE (0.26.33)

The Committee had before it, and **NOTED**, a \*report from the Cabinet Member for Finance giving an update on areas within his portfolio.

The Cabinet Member thanked all staff for their work during the pandemic and stated that the final year outturn was on budget. He praised the Revenues and Benefits team for distributing grants to local businesses and informed Members that the authority topped the table in the South West for the speed in which the grants were administered.

He explained that he would provide a written response to questions asked by a member of the public.

In response to questions asked, the Deputy Chief Executive (S151) stated that negotiations were ongoing with regard to letting the large unit at Market Walk and that an announcement would be made in due course. He also informed Members that the new Covid Emergency Response officer had been seconded from the Customer Services team and was likely to be in the post for a further 18 – 24 months.

The Cabinet Member for Finance explained that initial discussion had begun regarding the potential budget deficit for 2022-2023 and that some unpalatable decisions were likely have to be made. He stated that all Members would be involved with the budget setting process and would be involved with the discussions as part of the autumn process.

Note: \*report previously circulated and attached to the minutes

## 206 PERFORMANCE AND RISK (0.39.30)

The Committee had before it, and **NOTED**, the \*Performance and Risk report of the Operations Manager for Performance, Governance and Health & Safety.

The officer outlined the contents of the report and explained that the report had been seen by the PDG's and Audit Committee and that the Cabinet had agreed the proposed targets.

Consideration was given to:

- The electric car charging units were located at the leisure centres and were not solar powered
- The air source heat pump was being installed in a leisure centre
- There were currently 1180 empty homes in the district nearly 500 of which had been empty for less than 6 months. 233 empty properties were being monitored by the Housing Team at the present time to try and bring them back into use
- Property Services were currently in negotiations with a number of electric car charging providers including the current supplier
- Whether the housing delivery KPI's could be provided quarterly
- Planning enforcement was not reported as it was not a target within the Corporate Plan but was reported to the Planning Committee

- Electric car charging uses were included at the request of Members
- The effectiveness of Mental Health First Aiders would be difficult to measure as their work was confidential
- The reasons for short term sickness being reduced during the pandemic
- The reasons for the high turnover of staff
- The impact of the pandemic on staff productivity and moral
- Analysis of current working practices was taking place so that lessons could be learnt regarding the way forward
- Members comments that they had welcomed the two Cabinet Members involvement in 3 Rivers Developments Ltd
- The risk review note for Right to Buy receipts
- The plans for Town Centre regeneration would be shared with the Economy PDG

Members requested that a regular bi annual update on the Housing Infrastructure Fund and other high risk investment projects were presented to the Audit Committee.

Note: \*report previously circulated and attached to the minutes

207 **MOTION 564 - (COUNCILLORS: MISS WAINWRIGHT AND MISS J NORTON – 24 FEBRUARY 2020) (1.27.56)**

The Committee had before it a \*Scrutiny Proposal Form for setting up of a Spotlight Review for Motion 564 – ‘Does Local Government Work for Women’.

The Scrutiny Officer explained that a spotlight review was proposed which would look at what practices and protocols could be introduced to encourage women to be involved in local government.

She explained that a spotlight review would take place over 1 day and various people would be invited to contribute. She stated that it was an opportunity for Members to immerse themselves in a project but it would require enhanced upfront engagement from Members.

It was therefore **RESOLVED** that:

A spotlight review be conducted to consider and make recommendations regarding the findings of the Fawcett Society/LGiU report ‘Does Local Government Work for Women’.

The Members of Scrutiny to be involved in the spotlight review were agreed as: Cllrs F W Letch, W Burke and Mrs S Griggs

Cllr R Dolley was also co-opted onto the review.

(Proposed by the Chairman)

**Reason for the decision:** to consider and make recommendations regarding the findings of the Fawcett Society/LGiU report ‘Does Local Government Work for Women’.

Notes:



- i.) Cllr Mrs F J Colthorpe requested that her vote against the decision be recorded
- ii.) \*proposal form previously circulated and attached to the minutes

**208 UPDATE ON RECOMMENDATIONS FROM CUSTOMER EXPERIENCE WORKING GROUP (1.35.36)**

The Committee had before it, and **NOTED**, a \*report from the Corporate Manager for Digital Transformation and Customer Engagement providing an update on the Customer Experience Working Group recommendations.

The officer explained that not as much progress was made as anticipated due to the pandemic and the lack of resources which had been available. She explained that the vacancies in Customer Service had been filled but those in the IT services were proving difficult to recruit.

A CRM market exercise had taken place and it had been observed that the Authority would need to broaden the scope of the platforms available. A customer survey had been completed and the results were being collated.

The Corporate Manager for Digital Transformation and Customer Engagement explained that the implementation of the recommendations was going to be included in a wider Customer Service Improvement Program.

Members recorded their thanks to the officers for the report and recognised the difficulties experienced under the current conditions but asked that they expedite the recommendations as quickly as possible.

Consideration was given to:

- Customer Service training would be initiated first
- The CRM system should have a clear project proposal and the key deliverables should be separated out
- The business case for the CRM would include the requirement for additional resources to be able to deliver it
- Members views that a culture change would be top priority
- Members views that any system change should be user friendly

Note: \*report previously circulated and attached to the minutes

**209 FORWARD PLAN (1.53.08)**

The Committee had before it and **NOTED** the \*Forward Plan.

Note: \*Plan previously circulated, copy attached to minutes.

**210 SCRUTINY OFFICER UPDATE (1.57.15)**

The Scrutiny officer provided an update on the Planning Enforcement Working Group and requested Members to suggest participants to the spotlight review.

211 **CHAIRMANS DRAFT ANNUAL REPORT (1.58.42)**

The Committee had before it, and **NOTED**, the Chairman's Annual Report.

The Chairman explained that there would be an update to the wording on page 104 before the report was presented to Council.

(Proposed by the Chairman)

Note: \*report previously circulated and attached to the minutes

212 **IDENTIFICATION OF ITEMS FOR THE NEXT MEETING (2.02.30)**

Members requested the following:

- An overview of how the Programming Panel could be reintroduced
- The Draft Litter Strategy to be brought to Scrutiny before being seen by the Environment PDG
- A review of the current status of S106 funding

(The meeting ended at 4.35 pm)

**CHAIRMAN**