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Resources and Services Overview and
Scrutiny Committee

24 June 2019

**MINUTES OF THE MEETING OF THE RESOURCES AND SERVICES OVERVIEW
AND SCRUTINY COMMITTEE,
HELD ON MONDAY, 24TH JUNE, 2019 AT 7.30 PM
IN THE COUNCIL CHAMBER - COUNCIL OFFICES, THORPE ROAD, WEELEY,
CO16 9AJ**

Present:	Councillors M Stephenson (Chairman), Scott (Vice-Chairman), Allen, Barry, Codling, Griffiths, V Guglielmi, Morrison and Turner
Also Present:	Councillors Broderick (Portfolio Holder for Independent Living) and Calver
In Attendance:	Mark Westall (Head of Customer and Commercial Services)(except minutes 75-77), Claire Ellington (Control Centre Service Development Manager) (except minutes 75-77), Anastasia Simpson (Head of People, Performance and Projects) (except minutes 76-77), Katie Wilkins (HR and Business Manager) (except minutes 76-77), Keith Simmons (Head of Democratic Services and Elections), Charlotte Cooper (Committee Services Officer)

1. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillor Bray, with Councillor V. Guglielmi as substitute.

2. MINUTES OF THE LAST MEETING

The minutes of the meeting of the Committee held on 18 March 2019 were approved as a correct record and signed by the Chairman.

Councillor Stephenson then invited the Committee to concur with his view that a new agenda item will be added for all future meetings of the Committee to receive a report from the Cabinet/Council outlining the determination of recommendations from this Committee to them.

3. DECLARATIONS OF INTEREST

Councillor Griffiths declared that he had a personal interest with regards to agenda item 5 – Replacement of the Careline Computer Call Handling System.

For reasons of transparency, Councillor Turner declared that he was the Chairman of the Planning Policy and Local Plan Committee, of which was to be discussed on agenda item 6 – Report of the Deputy Chief Executive – A.1 – Performance Report January – March 2019 (Quarter 4 Outturn).

Councillor Scott also declared that he was a member of the Planning Policy and Local Plan Committee, of which was to be discussed on agenda item 6 – Report of the Deputy Chief Executive – A.1 – Performance Report January – March 2019 (Quarter 4 Outturn).

4. QUESTIONS ON NOTICE PURSUANT TO COUNCIL PROCEDURE RULE 37

There were no such questions on this occasion under Procedure Rule 38.

5. REPLACEMENT OF THE CARELINE COMPUTER AND CALL HANDLING SYSTEM

Further to the decision taken by the Committee at its meeting held on 11 February 2019 (minute 62 refers) and pursuant to the provisions of Overview and Scrutiny Procedure Rule 13, the Committee enquired into the following forthcoming decision before the Corporate Finance and Governance Portfolio Holder and the Housing Portfolio Holder take the final joint decision on the matter:-

“Replacement of Careline Computer Call Handling System”

The Council’s Head of Customer and Commercial Services (Mark Westall) attended the meeting to answer Members questions on this proposed decision. Mark also presented to the Committee a PowerPoint presentation outlining why the replacement of the existing system was being proposed and why the recommendation to the Portfolio Holders would be the replace that system with the UMO system from Verklizan.

After some deliberation by the Committee it was proposed by Councillor Griffiths and seconded by Councillor V. Guglielmi and **RESOLVED** that:

- The Committee recommended the Portfolio Holder for Independent Living (Councillor Broderick) to approve the purchase of this system.
- The Committee also wished to record its congratulations for all the hard work of Careline Staff.

The Committee requested for the Council’s Head of Customer and Commercial Services (Mark Westall) to come back to the Committee at a later date to update it on the implementation of the new system in order that the envisaged benefits could be assessed at that stage.

**6. REPORT OF THE DEPUTY CHIEF EXECUTIVE - A.1 - PERFORMANCE REPORT
JANUARY - MARCH 2019 (QUARTER 4 OUTTURN)**

The Committee had before it a report of the Deputy Chief Executive which presented the performance report for Quarter 4 (January to March 2019) including the Corporate Plan and Prioritise and Projects 208/19.

Appendix A to that report contained details of the 18 indicators and projects where performance was measured. Of those, 13 (72%) were on, or above their expected target and 5 (28%) were not currently in line with the expected performance.

Members were informed that the performance report for Quarter Four would be presented to Cabinet on 14th June 2019. Any feedback from the Committee would be presented to a future meeting of the Cabinet as a separate report.

The Council’s Human Resources and Business Manager (Katie Wilkins) gave the Committee an update in respect of the indicators and projects with particular focus on those indicators that were currently listed as behind target.

Officers responded to questions raised by Members on various topics and where an answer was not immediately available the Human Resources and Business Manager undertook to respond to Members as soon as possible after the meeting.

It was proposed by Councillor Stephenson, and seconded by Councillor Griffiths and **RESOLVED** that this Committee recommends that –

1. The Committee are concerned about the progress of the North Essex Garden Communities scheme and the limited information available to the Committee to date, on the Business Plan for the scheme. The Committee were looking forward to receiving this information at its meeting on 29 July 2019, including the slippage on the scheme and its description on the performance system as being “on target”.

The Committee would be happy to receive information that is exempt from publication if this was necessary in order for it to perform its overview and scrutiny role of the North Essex Garden Communities Scheme.

7. SCRUTINY OF PROPOSED DECISIONS

Pursuant to the provisions of Overview and Scrutiny Procedure Rule 13, the Committee reviewed any new and / or amended published forthcoming decisions relevant to its terms of reference with a view to deciding whether it wished to enquire into any such decision before it was taken. The relevant forthcoming decisions were before the Committee

The Committee noted the submitted list of published forthcoming decisions.

RESOLVED that, pursuant to the provisions of Overview and Scrutiny Procedure Rule 13, the Committee wishes to enquire into the following forthcoming decision before the Finance and Corporate Resources Portfolio Holder and Housing Portfolio Holder take their final joint decision on the matter:-

IT Transformation Update – the Committee will review this around six months after it has started when a briefing will be provided by the Head of IT and Corporate Resilience. If the Committee considers that there is a need to further scrutinise matters the matter will be added to the work programme for further review.

8. WORK PROGRAMME 2019/2020

Further to Minute 21 of the Annual Council Meeting on 28 May 2019, the work programme approved at that meeting was submitted to the Committee for consideration. In addition, some further items had been identified at the Overview and Scrutiny training for Members held on 5 June 2019 and further suggestions had been made in response to the invitation to identify items from the Chairman of this Committee and the Vice-Chairman of the Corporate Leadership Overview and Scrutiny Committee sent to all Members. Those suggestions were reported to the Committee as they were relevant to the terms of reference of this Committee.

RESOLVED that the following amendments be made to the Committee’s Work Programme for 2019/2020:-

1. The “Review of the Business Case for the future of publicly owned Leisure Centres within the District” currently on the work programme for the 29 July 2019 Meeting is to be moved to the 16 September 2019 Meeting.
2. The topic of “Ground Maintenance (including Weeding) is to be added onto the Work Programme for the 29 July 2019 Meeting.
3. The topic of “Energy Efficiency” is to be added onto the Work Programme for the 23 March 2020 Meeting.
4. To record an expectation that the Committee would be provided with a report for each item on its work programme.

The meeting was declared closed at 9.30 pm

Chairman