

OVERVIEW AND SCRUTINY COMMITTEE

Meeting held in the Committee Room, Council Offices, Urban Road, Kirkby-in-Ashfield,
on Wednesday, 26th September, 2018 at 7.00 pm

Present: Councillor Keir Morrison in the Chair;

Councillors Amanda Brown, Jackie James and
John Knight.

Apologies for Absence: Councillors Lee Anderson, Glenys Maxwell,
Lachlan Morrison and Christine Quinn-Wilcox.

Officers Present: Joanne Froggatt and Mike Joy.

In Attendance: Councillors Cheryl Butler and Christian Chapman.

OS.4 Declarations of Disclosable Pecuniary or Personal Interests and Non Disclosable Pecuniary/Other Interests

No declarations of interest were made.

OS.5 Minutes

RESOLVED

that the minutes of the meetings of the Committee held on 5th June, 2018, be received and approved as a correct record.

OS.6 Corporate Scorecard Year End 2017/18 Position

The Service Manager for Corporate Services and Transformation presented the year end 2017/18 outturn for the Corporate Performance Scorecard as aligned to the Council's Corporate priorities.

The year-end figures for 2017/18 were very positive with 86% of measures achieving or exceeding target with a further 8% falling within a 10% variance target. 72% of measures had indicated an improved position compared with the same period in the previous year with a further 11% of performance levels only 5% (or less) lower than the 2016/17 results.

It was acknowledged that the new Administration were very keen to see high levels of performance over the forthcoming year and had identified areas for improvements as follows:-

- a reduction in incidences of fly tipping within the District;
- a reduction in anti-social behaviour across the District;
- to increase the engagement of environmental volunteers following a reduction in take up over the past year;
- to implement measures to reduce sickness absence across the Authority, particularly incidences of short term sickness during the winter months;
- to increase the number of disabled facilities grants delivered during the forthcoming year.

RESOLVED

that the year end 2017/18 outturn for the Corporate Performance Scorecard, as presented, be received and noted.

Reasons:

In March 2016 Cabinet agreed the use of a balanced scorecard methodology to enhance the organisation's performance framework and ability to understand how successfully the Corporate Priorities are being delivered. The approach providing a more rounded view on performance with a greater emphasis on customer satisfaction and quality.

The Corporate Scorecard has previously been agreed by Cabinet. The new Administration has identified specific priorities for action and a fuller consideration of the Corporate Plan and Corporate Scorecard will be enacted post the District Elections in 2019. Performance outturn for the Corporate Scorecard will be monitored and managed at CLT, Cabinet and Scrutiny.

OS.7 Presentation: Digital and Service Transformation

The Service Manager, Corporate Services and Transformation and the Portfolio Holder for Joint Support delivered a presentation on Digital and Service Transformation.

Members were provided with an overview of the potential development of new organisational operating models and detailed understanding of potential investment costs and efficiencies.

In discussing this topic, Members debated the following:-

- current customer access methods;
- access data i.e. telephone, face to face and digital;
- efficiency, cost and integration;
- benefits to customers in updating our digital access;
- Customer and Digital Access Themes;
- Potential future organisational operating model.

The Committee also undertook an exercise to identify improved customer focus areas and consider smarter working opportunities. Whilst the Committee expressed that they agreed with the general principle of digital transformation

as an effective way to gain efficiencies, Members expressed a number of concerns regarding undertaking such a large and expensive project during a time of uncertainty. These concerns stemmed from the Local Government Reorganisation Study currently being undertaken by Nottinghamshire County Council.

RESOLVED that following the discussion, Members asked for the following concerns and recommendations to be considered by Cabinet before progressing with this project;

- spending such large resources on the Digital Service and Transformation Project during a time of uncertainty for District Councils concerns the Committee greatly;
- a comprehensive risk and mitigation plan should be developed for the project outlining implications and actions if Ashfield District Council was to become part of a Unitary Council in the future;
- the full costs, length of time to implement, return on investment and benefits to residents needs to be outlined and understood before progressing this project;
- additional support methods will be required for existing customers who do not have the facilities to or are not accustomed to accessing services digitally;
- acknowledgement that the Council will take into account the needs of vulnerable residents in any transformation programme to ensure that they can still fully access all services;
- additional support and training for officers will be required to ensure that we do not create a two tier Council with digitally skilled and non skilled employees;
- there is a lack of understanding on what 24/7 access means for the Council, can we fully support this or are we falsely raising expectations.

OS.8 Overview and Scrutiny Workplan 2018/19

The Committee was asked to consider the content of the 2018/19 Scrutiny Workplan, as appended to the report and make any suggestions for additions to the plan as appropriate.

Members also debated the decision taken at Council relating to the withdrawal of the Local Plan and it's implications and discussed whether this is a viable option for a future addition to the Scrutiny workplan.

RESOLVED that

- a) the workplan item relating to Free Community Skips be prioritised for the next meeting of the Overview and Scrutiny Committee;

b) the content of the Scrutiny Workplan for 2018/19, be noted.

Reason:

Consulting, reviewing and agreeing items for the Scrutiny Workplan provides guidance and direction for the work undertaken by Scrutiny in the coming year.

The meeting closed at 8.44 pm

Chairman.