

SCRUTINY COMMISSION

Minutes of a meeting held at the Council Offices, Narborough

WEDNESDAY, 12 JULY 2023

Present:-

Cllr. Nick Brown (Chairman - Scrutiny Commissioner)
Cllr. Roy Denney (Vice-Chairman - Scrutiny Commissioner)

Cllr. Nick Chapman
Cllr. Janet Forey
Cllr. Antony Moseley

Cllr. Tracey Shepherd
Cllr. Matt Tomeo
Cllr. Geoff Welsh

Cllr. Neil Wright

Officers present:-

Louisa Horton	- Corporate Services Group Manager & Monitoring Officer
Luke Clements	- Business Systems & Information Manager
Katie Brooman	- Elections and Governance Manager
Sandeep Tiensa	- Senior Democratic Services & Scrutiny Officer
Nicole Cramp	- Democratic & Scrutiny Services Officer
Isaac Thomas	- Democracy Support Officer

Apologies:-

Cllr. Luke Cousin

59. DISCLOSURES OF INTERESTS FROM MEMBERS

No disclosures were received.

60. MINUTES

The minutes of the meeting held on 21 June 2023, as circulated, were approved and signed as a correct record.

61. **ANNUAL COMPLAINTS REPORT 2022-23**

Considered – report of the Performance & Information Service Manager.

The Performance & Information Service Manager informed Members that Appendix B, which provides examples of compliments and positive feedback, was added to the report based on Member's feedback during the Scrutiny Commission meeting on 12 April 2023.

Cllr. Tracey Shepherd highlighted the importance of Stage 0 complaints and asked that more statistics be kept on them. The Performance & Information Service Manager responded that this would be taken into account.

The Performance & Information Service Manager informed Members that the figures for waste operations were relatively stable across the years, apart from the low number of complaints during the 2021-2022 year, which can be attributed to the goodwill of residents towards waste operators for their public service during the COVID 19 pandemic.

Referring to Table 6 of Appendix A, the Performance & Information Service Manager explained that, despite topping the list of Stage 2 complaints, the figures for Waste Operations were commendable given the high level of transactions that the service has.

Referring to Tables 8 and 9 of Appendix A, Cllr. Matt Tomeo asked that specific examples of complaints upheld (where the Council acknowledges fault) be included in future reports as a means to drive improvement. The Performance & Information Service Manager noted this request.

Cllr. Antony Moseley asked about the disruption caused by serial complainants. The Performance & Information Service Manager responded that, when a complainant is classified as 'vexatious,' they are assigned to a specific officer to minimize their disruption to the team.

DECISION

That the report and the performance of the Council's complaint management during the 2022-23 year be accepted.

Reason:

The report sets out the performance of the Council's policy on complaints during 2022-23 and it is appropriate to update the Scrutiny Commission on these matters.

62. **PRIORITY 1 MEASURES REVIEW & DEMONSTRATION**

Cllr. Nick Chapman left the meeting during the consideration of this item and did not return.

Considered – Demonstration of the Pentana system by the Performance & Information Service Manager.

The Performance & Information Service Manager informed Members that the demonstration's focus was to consider Priority 1 measures and to gauge whether the right information was brought to Scrutiny Commission.

Members made the following suggestions:

- That measurable targets and clearer information on trends be displayed on the system.
- That the system be made clearer for laymen, with greater context added to give meaning to the statistics.
- That Scrutiny determine whether the right measures were categorized as Priority 1 through an examination of the current Priority 1 and Priority 2 measures. It was agreed that this information would be circulated to Members.

The Performance & Information Service Manager informed Members that their suggestions would be taken on board and that self-service logins would be provided for Members going forward.

The Corporate Services Group Manager & Monitoring Officer informed Members that a more complete view of the data would be provided in the next session, showing the trends in a graph format.

Cllr. Matt Tomeo left the meeting at the end of this item and did not return.

63. **CABINET EXECUTIVE RESPONSE TO SCRUTINY RECOMMENDATIONS - AFFORDABLE HOUSING**

Considered – Cabinet Executive Response to Scrutiny Recommendations.

DECISION

That Cabinet Executive's response to Scrutiny recommendations be accepted.

Reason:

It is the duty of the Cabinet Executive to respond to Scrutiny reports and recommendations.

64. CONSIDERATION OF FORWARD PLAN ITEMS

No items were raised for further information or examination.

65. FURTHER ACTIONS FOR SCRUTINY ARISING FROM MEETING

There were no further actions arising from the meeting.

THE MEETING CONCLUDED AT 6.56 P.M.