

**MINUTES OF THE MEETING OF THE POLICY, FINANCE AND DEVELOPMENT COMMITTEE
HELD AT THE WALTER CHARLES CENTRE, WIGSTON ROAD, OADBY ON TUESDAY, 1 MAY
2018 COMMENCING AT 7.00 PM**

PRESENT

Councillor D A Gamble (Chair)
Councillor Mrs L Kaufman (Vice Chair)

COUNCILLORS

L A Bentley
G A Boulter
M L Darr
R F Eaton
D A Gamble
J Kaufman
Dr T K Khong

OFFICERS IN ATTENDANCE

S J Ball (Senior Democratic Services Officer / Legal Officer)
D M Gill (Head of Law & Governance / Monitoring Officer)
Mrs J Griffith (Head of Customer Service & Business Transformation)
S Hinds (Director of Finance & Transformation / Section 151 Officer)
Ms K Pollard (Head of People & Performance)
C Raymakers (Head of Finance, Revenues and Benefits)

OTHERS IN ATTENDANCE

T Crawley (External Auditor, KPMG Director)
S Gill (External Auditor, KPMG Manager)

63. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors E R Barr, J W Boyce, B Dave, Mrs S B Morris and R E R Morris.

64. APPOINTMENT OF SUBSTITUTES

It was moved by Councillor G A Boulter, seconded by Councillor J Kaufman and

UNANIMOUSLY RESOLVED THAT:

Councillor Mrs L Kaufman assume the Vice-Chair for the duration of the meeting only.

65. DECLARATIONS OF INTEREST

None.

66. MINUTES OF THE PREVIOUS MEETING HELD ON 06 FEBRUARY 2018

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting of the Committee held on 06 February 2018 be taken as read, confirmed and signed.

67. ACTION LIST ARISING FROM THE MEETING HELD ON 06 FEBRUARY 2018

The Committee was informed that the amplified speech and visual display systems in the Council Chamber at the Council Offices had been tested and repaired where necessary (min. ref. 59). A Member raised an issue regarding the rear emergency exit from the Chamber (accessible via the Committee Room) to be investigated.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The Action List be noted by Members.

68. PETITIONS AND DEPUTATIONS

None.

69. EXTERNAL AUDIT PLAN 2017/18

The Committee gave consideration to the report and appendix (at pages 12 - 39) as jointly-delivered and summarised by the Director of Finance & Transformation / Section 151 Officer and the External Auditor, KPMG Director, Mr Tony Crawley which should be read together with these minutes as a composite document.

The Committee was advised to direct any questions they might have on the draft financial statements for 2017/18 to the Director of Finance & Transformation or the Head of Finance, Revenues and Benefits before the 31 May deadline. The Committee requested that all Members should be advised of the same and that the Chair and Vice-Chair were to be included in any questions submitted and the answers provided.

Members were reminded that in accordance International Standard on Auditing (UK&I) 260, the External Auditor was only obliged to report uncorrected omissions or misstatements other than those which deemed to be 'clearly trivial' (i.e. under £25k) to the Committee. It was added that Officers could report on any other matters which Members may request: otherwise, full particulars would be presented to Members in order for the Committee to sign-off the final accounts before 31 July.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and appendix be noted by Members.

70. KEY PERFORMANCE MEASURES AND REPORTING 2018/19

The Committee gave consideration to the report and appendix (at pages 40 - 61) as delivered and summarised by the Director of Finance & Transformation / Section 151 Officer which should be read together with these minutes as a composite document.

The Head of Customer Service & Business Transformation also provided Members with a verbal update regarding the Council's key objectives, performance-to-date and upcoming initiatives relating to the delivery of its frontline customer services. A copy of the verbal update is filled together with these printed minutes at Annex A.

It was raised by the Committee, and advised upon by Officers that, as part of the full customer service review, consideration would be given to the location of customer access points in each of the three town centre across the Borough, including self-service options, and means to continue to accept non-electronic forms of payment.

The Committee requested that all Council tenants should be notified about the option to pay their rent using the payment facility known as 'Allpay'.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report and appendix be noted by Members; and**
- (ii) The contents of the verbal update be noted by Members.**

71. ANNUAL REVIEW OF HEALTH AND SAFETY 2017/18

The Committee gave consideration to the report and appendices (at pages 62 - 77) as delivered and summarised by the Head of People & Performance which should be read together with these minutes as a composite document.

The Committee welcomed the report and the work undertaken by Officers. It was raised by Members, and reiterated by Officers, that it was the responsibility of all employees of the Council to undertake health and safety related risk assessment and hazard-scanning exercises and that the appropriate e-learning training had been provided to all employees to enable them to do so effectively and expediently.

It was suggested that in future reviews: that given the highest number of accidents recorded by location, a breakdown of those accidents marked 'Elsewhere' at 'Table 1: Staff Accidents via Location' (at page 67) should be provided; and that every effort ought to be made to record all "near-miss" incidents to ensure that health and safety outcomes, progress made and lessons learned can be better achieved and appraised.

An extended discussion took place concerning one particular incident in the early part of the year resulting in the closure of the zip-wire play area at Brocks Hill Country Park, Oadby. Members were assured that in the future, equipment would be checked regularly by a qualified person with any defects reported and rectified.

The Committee also requested health and safety statistics to be featured as part of the Council's leisure services contractor's annual report in respect of the Parklands Leisure Centre in Oadby and Wigston Pool and Fitness Centre in Wigston.

It was moved by the Chair, seconded by the Vice-Chair and

UNANIMOUSLY RESOLVED THAT:

- (i) The Annual Health and Safety Plan (as set out at Appendix 1) be approved; and**
- (ii) The Health and Safety Policy (as set out at Appendix 2) be approved.**

72. RESIDENT FORUM OUTTURN BUDGET POSITION AND ALLOCATION REQUESTS

The Committee gave consideration to the report and appendices (at pages 78 - 83) as delivered and summarised by the Head of Finance, Revenues and Benefits which should be read together with these minutes as a composite document.

A Member was of the opinion that the proposed siting of a litter bin on Barford Close, Wigston was problematic as the land was owned by multiple parties and that the bin itself would not be sufficient to adequately deal with the more general issue of anti-social behaviour (ASB) associated with the land adjacent. The Committee was advised that any matters of landownership would be checked prior to installation and, once the new ASB Officer was in post, any such issues would be investigated.

It was moved by Councillor G A Boulter, seconded by the Councillor R F Eaton and

UNANIMOUSLY RESOLVED THAT:

- (i) The position of the Forums' budgets be noted by Members; and**
- (ii) The requests from the Residents' Forums (as set out in the report) be approved.**

73. DIGITAL STRATEGY FOR THE LEICESTERSHIRE DISTRICTS ICT PARTNERSHIP

The Committee gave consideration to the report and appendix (at pages 84 - 88) as delivered and summarised by the Head of Customer Service & Business Transformation which should be read together with these minutes as a composite document.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and appendix be noted by Members.

74. THE REAL LIVING WAGE UNDER TUPE ARRANGEMENTS

The Committee gave consideration to the report (at pages 89 - 90) as delivered and summarised by the Head of People & Performance which should be read together with these minutes as a composite document.

It was reported that all previous terms and conditions of employees' employment contracts, including rates of pay, were protected under the Transfer of Undertakings (Protection of Employment) regulations (TUPE) for a period of one-year only. As such, the Committee was advised that no contractual provision could be insisted upon to protect rates of pay for an indefinite period for former Council employees.

The Committee requested that an article should be published in the Letterbox regarding the position adopted by the Council on the Real Living Wage (RLW).

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members; and**
- (ii) The decision about the implementation and payment of the Real Living**

Wage forming part of the Pay Policy Statement which is agreed annually be noted.

THE MEETING CLOSED AT 8.21 PM



Chair

Tuesday, 17 July 2018

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Key Performance Measures and Reporting 2018/19

Verbal Update of the Head of Customer Service & Business Transformation

One of the key objectives for the Council is the delivery of effective front line customer service that meets the needs and expectations of our residents. At our Customer Service Centre on Bell St, residents can expect to have multiple enquiries across a wide range of council services dealt with by highly skilled and customer focused officers.

From April 2017 to the end of March 2018 the Customer Service Team dealt with over 88,000 customer interactions either face to face or via our telephone lines with the majority of that demand coming through the telephone lines.

A 6 monthly survey is carried out to monitor customer satisfaction levels which are proven to be consistently high. However this is not a reason to be complacent. During 2018/19 the service area will be concentrating on a number of initiatives to drive service improvements and make our services more accessible.

Payments for Council Services

A project will be delivered to provide easy and convenient alternatives for residents to make payments for council services.

Many residents use the kiosk facility in the Customer Service Centre to pay for a wide range of regular and one off council services. To make it easier for residents to pay by cash, debit or credit card for services we are exploring the options to use 'Allpay' for which there are numerous outlets across the borough and whose opening times stretch beyond the opening times of our Customer Service Centre. Council Tenants already have the option to pay their rent using 'Allpay'.

Channel Shift

The Council launched a number of on line forms in December 2017 and a 'MyAccount' facility to allow residents to view their Council Tax and Housing Benefit and Council Tax Support records and also make it easier to use online forms by prepopulating name, address and contact details every time an online form is submitted. This has proved to be popular and in the recent garden waste take up exercise more than 51% of subscriptions were made online.

From 18 December 2017 to the end of March 2018 3,154 residents have signed up to My Account and 5531 on line forms have been completed across a wide range of Council services.

Online forms will be developed further during 18/19 to make it even easier for residents to request services and report information at a time that is convenient for them.

Customer Service Review

The Customer Service Centre on Bell St has been open for 2 ½ years and in 2018/19 a full service review will be carried out to identify potential service delivery improvements. We are continually under pressure to provide high quality value for money services. This pressure comes from central Government, our customers and others, but just as importantly it should come from us.

We will conduct a baseline assessment which tells us where we are now and we will scope what we

want to happen taking into consideration what our customers want, keeping an eye on our service standards and targets.

This will feed into an action plan to be available in November 2018 which we will aim to implement by the end of March 2019.