

POLICY SCRUTINY PANEL

4th April, 2006, at 5.30 p.m.

Present: Councillors Simmons (in the Chair) and Councillors Cowper, Freeman, Gibbon, Hepplewhite, Moderate, Norman, Pitts, Syer, Thomson and Walker.

Also Present: Councillors Dickie, Kinghorn, Lodge, Marsden, Smith, Turnbull and Wolstenholme

Apologies for Absence: There were no Apologies for Absence

Bullet Points from the Meeting of 7th. March, 2006

The Bullet points from the Meeting of 7th. March, 2006, were approved as a correct record.

NB Cllr. Freeman joined the Meeting at 5.34pm

BULLET POINTS

Flourishing Communities Fund – Application Process

- Members considered the Draft Report on the Flourishing Communities Fund, Application Process.
- It was noted that amendments and additions, suggested by Panel Members at the previous Meeting had been incorporated into the new Application Form and Guidance Notes.
- The Panel therefore approved the Draft Report and the Recommendations contained within it, for submission to the Scrutiny Committee.

Telephone Communication System

- Members gave further consideration to the Telephone Communication System.
- Particular consideration was given to three areas of concern:-

1. Monitoring of Response Times

- Members requested, that for comparison purposes, the Head of Community Services be requested for the Response times for calls for March, April, May and June, to be presented at the Panel Meeting on 4th July, 2006.
- Members also queried whether equivalent response time figures were available for direct calls, made on direct dial extension numbers and if they were, did they indicate the response times in relation to different Departments.

2. Customer Consultation/Satisfaction Feedback

- This was considered a particularly difficult, but important area from which to ascertain useful performance information. Members requested that the Head of Community Services be invited to attend the next Panel Meeting, on 9th. May, 2006, to discuss possible methods of establishing levels of Customer Satisfaction with the system.

3. Utilisation of Voicemail Facility

- This was an area of particular concern, although Members did recognise that problems of non-responses to Voicemail messages were a different issue to problems with the system itself.
- It was recognised that a procedure was in place to ensure that the Council's Staff dealt with Voicemail messages in accordance with Corporate procedure. Clearly however, from the experience of Members, some departments were responding to Voicemail messages less well than others.
- Members requested that a representative from Human Resources be invited to the next Panel Meeting, on 9th. May, 2006, to explain the requirements placed on Staff in relation to the procedure, and how Management reinforced the procedure to Staff, Line Managers and Heads of Service.

The Meeting Terminated at 6.15pm